

City of Redmond 2011 Survey Results

Prepared for:
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EXECUTIVE SUMMARY

Introduction

In 1998 the City of Redmond Mayor's Office decided to seek broad public input prior to the biennial budget process. Consequently, the City hired Gilmore Research Group to conduct a telephone survey of residents to learn about citizen satisfaction and to help establish service priorities for the community. The results of the first survey were presented in August of 1998. Follow-up surveys of the baseline results derived in 1998 were conducted in 2000, 2002, 2004, and 2006. The surveys in 2009 and 2011 served two important functions: updating results obtained in 2006, and gathering opinions about new issues and problems that are facing the community today.

For the 2011 study, Gilmore Research interviewed 442 Redmond residents by telephone, mail, and web-administered surveys between September 28th and November 2nd, 2011. The survey has a maximum margin of error of 4.7% at the 95% level of confidence.

Purpose and Objectives

The questions in the current survey cover the following broad research objectives:

- Understand residents' perception of the quality of life in Redmond and perceptions of the top issues facing the City today.
- Determine the use of, and level of satisfaction with, specific City services such as police, fire, transportation, parks and community events.
- Investigate areas where residents would prefer more emphasis from the police, fire, and parks departments.
- Discover perceptions about City growth and the direction the City is headed in the future.
- Understand attitudes about traveling in and around Redmond.
- Assess importance of environmental initiatives and resident satisfaction with the City's recycling program.
- Learn about perceptions related to arts and entertainment in Redmond.
- Gauge how connected residents feel to their community.

Methodology & Sample Design

The City of Redmond contracted with Gilmore Research to conduct a public opinion survey of Redmond residents to help define the community's needs and desires with respect to the City of Redmond's services to residents. This survey also determined satisfaction levels with the programs, events, and services provided by the City of Redmond. Between September 28th and November 2nd, 2011, Gilmore Research Group conducted a multi-mode survey (mail, web and telephone) of 442 Redmond residents.

To conduct the survey, Gilmore used address-based sampling. This sampling technique involves drawing a sample of households randomly selected from all addresses within the City of Redmond. As with previous surveys, the City determined that the target sample was residents residing in the 98052 zip code. Areas not within the city limits of Redmond were excluded from the sample draw. Reverse telephone look-up was then used to match names and landline numbers to these addresses.

To maintain consistency with the previous surveys, Gilmore again purchased its sample addresses from Marketing Systems Group, a nationally recognized sample provider. A total of 1,787 pieces were matched to phone numbers.

Gilmore mailed survey packets to 2,450 residents inviting them to complete the survey either by filling out and returning the enclosed questionnaire or by completing the survey electronically online. The survey packets included instructions for logging on to Gilmore's secure server, and each household was assigned a unique PIN number to use to ensure that no household completed more than one survey.

Between October 17th and November 2nd, 2011 Gilmore's professional telephone interviewing staff attempted to reach households with known telephone numbers that had not yet completed the survey by mail or online. Gilmore completed 100 surveys by phone. The average interviewer-assisted telephone survey lasted approximately 25 minutes. In an effort to reach even the hardest to reach residents, phone numbers were attempted at least 5 times at different times of day, on different days of the week and on the weekend.

Altogether, Gilmore completed 442 surveys; 208 surveys by mail, 100 surveys by phone, and 134 surveys online.

The Questionnaire

The current questionnaire has been changed from previous studies. Many questions have been changed to address current issues facing Redmond, however, a set of Performance Measures have been established that will remain unchanged in the future to allow the City of Redmond to track performance in specific areas. These performance indicators are identified by a "P" prefacing the question number on the questionnaire.

A copy of the mail questionnaire can be found in Appendix B.

Margins of Error and Statistical Testing

The maximum margin of error for the entire sample of 442 residents is $\pm 4.7\%$ at the 95% level of confidence. What this means is that we can be 95% confident that when using the entire sample of 442 total respondents, any reported percentage does not differ from the value reported by more than 4.7%.

As sample size decreases, the margin of error increases. Thus, sub-samples, such as demographic groups, will have larger margins of error. The margin of error for any given sub-sample will vary with relation to the sample size.

Throughout this report the words *respondent* and *resident* are used interchangeably. It is important to remember that the study involved only a statistical sample of residents, rather than a census of all Redmond City residents. Most studies report survey results for *respondents* or *participants* to make this distinction absolutely clear. This report digresses from the conventional way of stating who is involved, so that the reader can digest the material more comfortably.

All comparisons among question replies in this year's results and the five previous surveys are tested for statistical significance using independent Z-tests.

KEY FINDINGS

Quality of Life

Nearly one out of three respondents rated the quality of life in Redmond as *excellent* (33%), and nearly six in ten rated it *above average* (58%). Scores for quality of life are similar to scores in 2009.

Top Issues Redmond is Facing Today

The top issue facing Redmond today is traffic and congestion on the roadways (mentioned by 48%). Transportation/mass transit and growth in the population are also main concerns of Redmond residents.

Satisfaction with City Services

Just over one-quarter of residents are *very satisfied* with the services provided by the City (27%) and another 57% are *satisfied* with services. This satisfaction rating of 84% is similar to the 82% who were satisfied overall with City services in 2009.

About half of residents have had contact with a City employee in the past year (47%), and 53% of those who had contact reported an *excellent* customer service experience. The top reasons residents contacted City employees were to talk to police, obtain permits, or for fire or emergency services.

Police Services

Four out of five residents are satisfied with services provided by Redmond's Police Department (81%). Those who are dissatisfied feel the Police are too concerned with issuing traffic tickets and that the focus should be more on crime and safety. Results are similar to those found in 2009.

The proportion of residents who feel *very safe* walking alone both in their neighborhoods and in downtown Redmond at night has significantly increased since 2009. Residents would like more emphasis from City Police on neighborhood watch prevention programs (42%) and crime prevention in schools (40%).

Fire Department Services

When excluding “don’t know” responses from the analysis, nearly nine out of ten residents are satisfied with the services provided by Redmond’s Fire Department (88%) and Emergency Response Service (89%). There were a large proportion of residents who did not rate their satisfaction with Fire Department services, this may be due to not interacting at all with these services (32% for Fire and 29% for Emergency Response). Results are similar to those found in 2009.

Residents would like the Fire Department to place more emphasis on Disaster Preparedness Education (46%) as just under half of Redmond residents have a family disaster plan (47%) or emergency supply kit (47%) for their family in case of emergency.

City Government Communications

Half of Redmond’s residents agree that the City is open to community ideas and is willing to act on them (52%) and 68% feel that the City does a good job of keeping Residents informed of City issues and decisions. Those who do not feel that the City keeps them informed feel that the City is not informing citizens of all issues of importance.

If the City used a social media platform to disseminate information to residents, 37% are at least somewhat likely to follow it, but another 37% are not at all likely to follow the City on a social media site.

Currently, 70% of residents receive a City of Redmond utility bill at their home, and two out of three (67%) consider informational inserts in their bill as a useful way for the City to keep residents informed of City issues and decisions; a significantly lower portion than reported in 2009.

Residents would prefer to be engaged in the City of Redmond budget process either through a website or newsletter (41%) or by answering a short survey (34%). Most residents agree that the City’s six current priorities should be the top priorities for tax dollars (88%).

City’s Plan for the Future

After hearing the City’s plan to accommodate for future growth, 67% are satisfied with the plan and 12% are dissatisfied with the plan.

Four out of five residents feel that the City is headed in the right direction for the future (83%), of these 30% believe the City is *definitely* headed in the right direction. This positive outlook is a result of the City already having plans for growth and the development currently occurring in the downtown area. Those who feel the City is heading in the wrong direction (7%) attribute this to the traffic/congestion on the roads, the population growth that the city is experiencing, and the development of tall buildings, apartments, and condos. Support for

the direction of the City is significantly higher than in 2009 when 76% felt the City was headed in the right direction.

Four out of ten respondents feel the City provides leadership in seeking solutions to regional issues, but over half are unsure as to the City's involvement in regional issues (52%).

Roads and Infrastructure

Nearly two-thirds of residents are satisfied with the parking available by downtown businesses (63%) and just over half are satisfied with the City's ability to keep roads open during severe weather (57%).

Overall, 70% of residents are satisfied with their experience traveling to, from, and within Redmond. Of those who travel by carpool/vanpool, foot, bicycle, or alone in their car, three out of four are satisfied with their transportation around the city. However, one out of five who ride the bus around Redmond are dissatisfied with their experience (20%).

Satisfaction with the City's infrastructure is high as 86% of residents are satisfied with the City's maintenance of trails, parks, and open spaces, 79% are satisfied with roadway markings, 75% are satisfied with street sweeping, and 75% are satisfied with maintenance of City buildings. The lowest rated infrastructure items were sidewalk trip hazards (60% satisfaction) and the City's maintenance regarding pothole repair (65% satisfaction).

Completing the streets downtown into a connected two-way grid is the most important of the projected transportation projects according to residents (valued by 76% of respondents).

Parks and Recreation

More than nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (91%). Six out of ten residents are satisfied with the recreation programs and services Redmond offers (60%) and 24% did not know how to rate their satisfaction or do not have experience with Redmond's recreation programs.

When looking at proposed park projects, residents place the most importance on developing the Redmond Central Connector, the urban downtown trail or developing neighborhood parks on currently owned but undeveloped land (each supported by 56% of respondents).

Community Events and Involvement

Two out of three Redmond residents have been to at least one of the measured community events in the past two years (64%). Derby Days was attended by 48% of residents and 85% were satisfied with their experience at Derby Days. Four out of ten residents attended Redmond Lights (39%) and 86% were satisfied. Arts in the Parks was attended by 30% of

respondents where 85% of attendees were satisfied with their experience. Only 8% attended Eggstravaganza, but over half of the participants were satisfied with the event (57%).

Performance or public art (58%) and art festivals (55%) are the top two art and cultural experiences Redmond residents would like to see more of in their community.

Connection to Community

Six out of ten residents feel at least somewhat connected to their community (61%), 38% are not very or not at all connected with Redmond.

Talking with immediate neighbors and visiting city parks are two things that residents of Redmond engage in on at least a monthly basis. More than half of residents are not currently participating in recreation programs, volunteering in a group, talking with City elected officials, attending City meetings, or visiting the City's Facebook pages on even a yearly basis.

Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (66%). Those who are dissatisfied (12%) think that Redmond is missing ethnic restaurants, places to shop, a Costco or department store, late night activities, and entertainment and live music that would enhance Redmond's entertainment offerings.

Environment Initiatives

Waste management is the most important environmental initiative that the City is working on according to residents. The age of the respondent does dictate which initiative the respondents feel is most important. Younger residents feel that sustainable development and green infrastructure is the most important initiative for the City.

Recycling Program

Overall, the majority of residents are satisfied with Redmond's recycling program (83%); similar to 85% in 2009. Only 3% are currently dissatisfied with the recycling program and satisfaction could increase if the City provided information to residents on what can and cannot be recycled.

Social Services

Residents feel it is important for the City of Redmond to provide assistance in funding for both senior services and youth services for those in their community.

CONCLUSIONS

Overall, the 2011 City of Redmond survey found that most residents continue to be satisfied with the quality of life and services that the City of Redmond offers them.

Findings from the 2011 survey when compared to results from 2009 show:

- Residents are more comfortable walking around both the downtown area and their own neighborhoods at night.
- The Police Department has been doing a better job patrolling neighborhoods, putting together neighborhood crime prevention programs, educating children in schools about crime prevention, and monitoring reckless driving.
- The City's plan for growth resonates better with residents now than in 2009.
- Redmond has improved its abilities to keep roadways clear during inclement weather.
- More residents are satisfied with Redmond's parks and open spaces.
- There has been an increase in participation in Redmond's Derby Days and Redmond Lights events, but satisfaction of Redmond's Lights has decreased since 2009.
- Traveling in and around Redmond is easier overall as fewer residents are "dissatisfied" with their experience.
- The informational inserts that come in the City utility bill are not as useful to keep residents informed about City issues as they once were.

Less than half of the community is currently equipped with a family disaster plan or emergency supply kit in their home. Residents expect the Fire Department to educate them on disaster preparedness, and this education is most need by residents under the age of 45 who rent homes in multi-family housing communities (apartments, condos, and duplexes).

Safety is a bigger concern in neighborhoods with apartments, condos, and duplexes than it is in single family home areas. Increasing neighborhood patrols or instilling neighborhood crime watch programs in apartment and condo communities could help to improve the feelings of safety at night.

The younger demographic (under the age of 45) has a very different view of Redmond than that of residents age 45 or older. Younger residents find themselves outside in parks more often and want the focus of the City to be on completing the missing sections of major trails and sustainable development rather than completing the grid downtown or on waste management (the focus of older residents). This demographic is also more likely to follow information disseminated through social media platforms, which could be a way to make the younger population feel more connected to the community.

There is an opportunity to make issues facing the City more transparent to Redmond residents. They are currently looking for information about the City's agenda in the local newspaper and would like to know more about how the City is handling current tax dollars and what level of involvement the City has in regional issues.

Parking and transportation continue to be sore spots for residents as traffic and congestion topped the list of issues facing Redmond today. Respondents shared that there is a lack of public transportation options and there is some dissatisfaction among those who currently ride the bus.

The recycling program remains strong, however, respondents feel it could be strengthened by introducing an education system or information pamphlet that goes into detail instructing residents on what can and cannot be recycled.

RESPONDENT PROFILE

Table 1 displays a demographic profile of survey respondents for the current year and for 2009. It shows these significant changes from year to year:

- Respondents tend to be younger this year, as more respondents are in the 25 to 34 age range this year (21% compared to 15% in 2009). The average age of respondents is 46.8 years old compared to 49.2 years old in 2009.
- More respondents are living in duplexes, triplexes, or apartments now (17%) than in 2009 (12%).
- The sample of respondents represents more residents who rent their homes this year (27%) than in 2009 (20%).

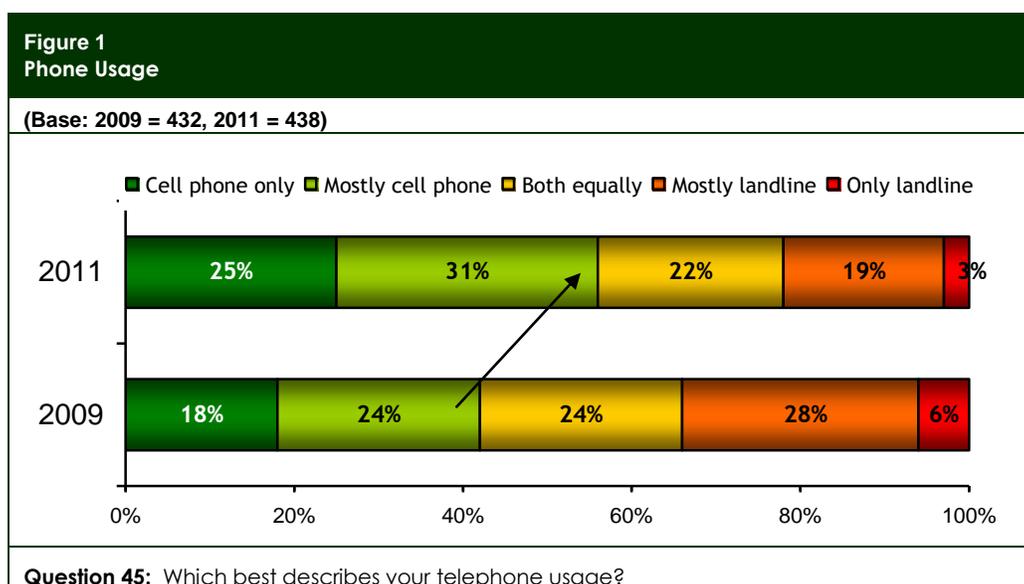
Table 1
Respondent Profile
2011 as compared to 2009

	2009 (436)	2011 (442)
Gender		
Female	51%	49%
Male	49	51
Age		
18 to 24	4%	3%
25 to 34	15	21
35 to 44	25	24
45 to 54	20	22
55 to 64	18	16
65 to 74	11	10
75 and older	8	3
<i>Mean Age</i>	49.2	46.8
Years in Redmond		
Less than 1 year	3%	5%
1 to 4 years	26	25
5 to 9 years	21	21
10 to 19 years	26	23
20 to 29 years	12	14
30 or more	12	12
Children Under 18 in Home		
Yes	35%	34%
No	64	66
Home Type		
Single-family home	67%	61%
Townhouse or condominium	21	22
Apartment	12	17
Home Ownership		
Own residence	81%	72%
Rent residence	20	27
Primary Language at Home		
English	90%	84%
Indian – Different dialects	-	4
Chinese	4	3
Russian	2	2
Spanish	2	1
Other	4	6

Cell Phone Usage

Over half of respondents mainly or only use their cell phone (56%), while one out of five still mainly or only use their landline (22%), and another one out of five use their cell phones and landline phones equally (22%). Therefore, reaching residents by landline would be highly unlikely for four out of five residents.

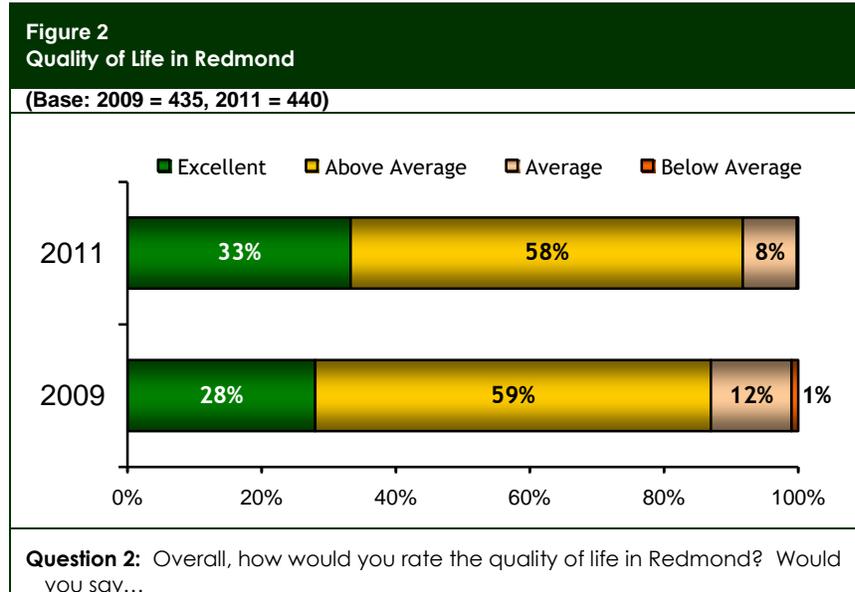
- Residents who mainly use cell phones are younger (average age of 41) than those who mainly use landlines (average age is 58).
 - 59% of residents age 18-34 are “cell phone only” and 88% are mainly cell phone users.
- The following demographic subgroups are more likely to only use a cell phone than their subgroup counterpart:
 - Renters (36% compared to 21% of home-owners)
 - Those living in an apartment or condo (42% compared to 14% of those in a single-family home)
 - Residents with no children at home (28% compared to 20% with children in their home)
 - Males (29% compared to 21% of females)
 - Those who have lived in Redmond for fewer than ten years (40% compared to 9% who have lived in Redmond for ten years or more)



DETAILED FINDINGS

Quality of Life in Redmond

The majority of Redmond residents consider their quality of life in Redmond to be either excellent or above average (91% overall). Resident views of life in Redmond have increased slightly, but not significantly over the past three years as 87% felt their quality of life was excellent or above average in 2009.



Top Issues Facing Redmond Today

Residents feel that traffic and congestion on the roadways (48%) is the top issue facing Redmond today. Other issues mentioned by 10% or more of respondents include transportation and mass transit (19%), growth in the population or over-crowding (13%), crime and safety (11%), and needing more business development (11%).

- Business development, crime/safety, parks & recreation maintenance, and economy/lower incomes are more prevalent issues now than they were in 2009.
- Traffic and congestion is less of an issue today than it was in 2009. However, it is still the top issue facing Redmond today and the following groups are passionate about the traffic:
 - Those who have lived in Redmond ten years or more (58% vs. 38% living in Redmond for fewer than ten years).
 - Those who own their homes (53% vs. 35% who rent).
 - Single family home dwellers (52% vs. 41% in apartments or duplexes).
 - Residents without children (52% vs. 40% with children).

- Renters are more likely to consider affordable housing as an issue today (14% compared to 5% of home owners).

A few resident thoughts on top issues facing Redmond today:

“Right now there is more traffic in downtown than what we can handle but other than that I think the services in Redmond are just fine.”

“Transportation, including transit, traffic, safety: bike and walkability; affordability especially for seniors, students, service workers, teachers – all the folks who keep the place lively and humming along; public safety, keeping it a safe place to walk at night.”

“Downtown development; over-saturation of new condos.”

“The way they manage growth; maintenance as far as roads go, sidewalk replacements and that sort of thing.”

Table 2
Top Three Issues Facing Redmond Today (other than Education)

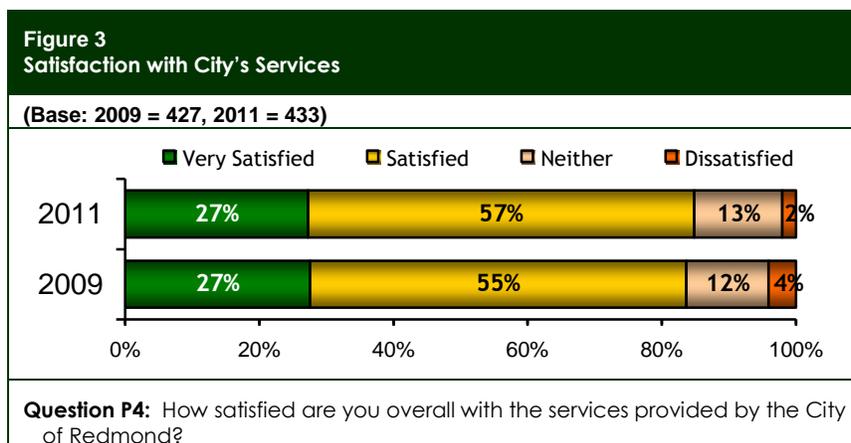
	2009	2011
(Base)	(404)	(391)
Traffic/congestion	55%	48%↓
Transportation/mass transit/light rail	15	19
Growth/sprawl/overcrowding population	16	13
Crime/safety	7	11↑
Need more business development/keep local businesses	6	11↑
Parks and recreation maintenance	5	9↑
Streets/repair/more lanes/bike lanes	10	7
Affordable housing	8	7
Economy/property values	3	7↑
Taxes/property taxes	5	6
Maintaining the environment/water/air	4	6
Over building/too many apartments	11	5↓
Government spending/planning/zoning	5	5
Parking	2	5↑
Utilities cost/management	2	5↑
Red light cameras	-	5
Emergency preparedness/medical services	3	4
Open spaces	2	4
Walkability/better sidewalks/crosswalks	-	4
Employment	4	3
Infrastructure/not keeping up with growth	4	3
Construction	2	3
Lack of entertainment/night life	2	3
Homelessness	-	3
Police are too concerned with traffic	-	3
Budget	4	2
Community center/youth programs	3	2
Welfare/social services	2	2
Old downtown revitalization	2	2
Lack of restaurants/need more variety	1	2
Small town identity	1	1
Art/culture in the community	1	1
Noise	-	1
Snow removal	2	1
Other	4	13
No issues	2	1
Don't know	5	7

Question 3: In your opinion, what are the top issues, other than education, facing Redmond today?

City Services

Overall satisfaction with services provided by the City of Redmond continues to be high as 84% are either satisfied or very satisfied with the services (compared to 82% in 2009).

- Respondents who own their homes (87% satisfaction vs. 75% of renters), have children at home (91% vs. 79% without children), and males (87% vs. 80% of females) are more likely to be satisfied with the services Redmond provides than their subgroup counterparts.



Contact with City Employees

Roughly half of residents surveyed have had contact or interaction with a City of Redmond employee in the past year (47%); similar to 2009 when 51% interacted with City employees.

- Home owners (50%) and those living in single family homes (54%) are more likely to have interaction with a City of Redmond employee than those who rent their home (40%) or live in an apartment, condo, or duplex (36%).

City of Redmond employees are likely to be contacted for Police services (35% of those who contacted the city), to obtain building, tree, or business permits (12%), or for Fire or Emergency services (11%).

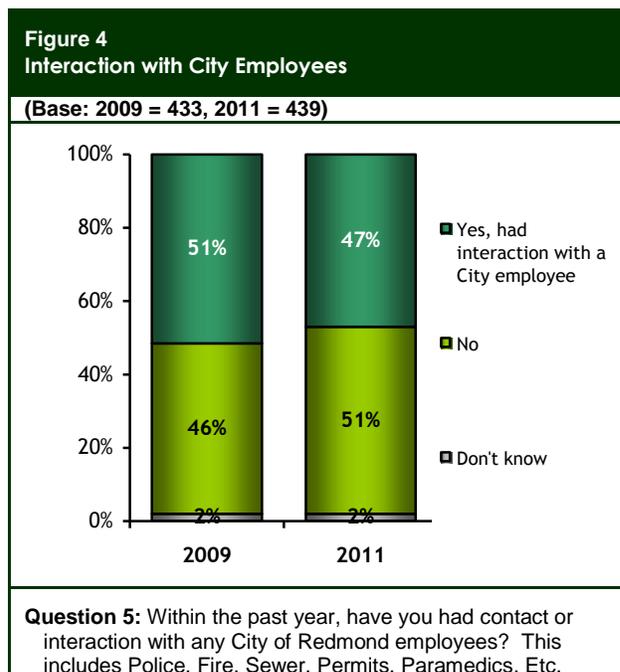


Table 3
Reason for Contacting City Employee

	2009	2011
(Base)	(209)	(202)
Police Services	34%	35%
Permit/licenses	16	12
Fire/Emergency Services	18	11
Water/utilities bill	8	10
Recreational events/ meetings	10	8
Safety concerns	1	6
Sewer issues	2	3
City planning	1	3
General questions/ comments	8	2
Alarm went off/questions about alarms	4	2
Noisy neighbors	4	2
Dumpsite/waste/garbage/recycle	3	1
Snow removal	2	-
Other	3	23
Don't know/not sure	1	-

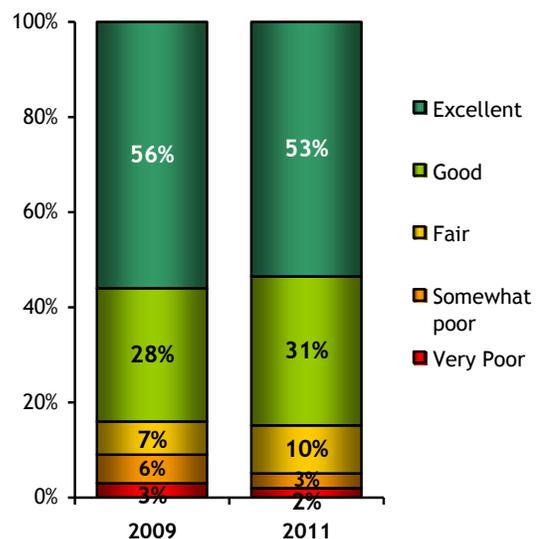
Question 5A: What was the reason for contacting them? If more than one, what was the reason for the most recent contact?

Overall, 53% of residents who contacted a City employee considered their experience an “excellent” one, with only 5% rating it a poor experience.

- Demographic subgroups who are more likely than their counterparts to rate the overall customer service as “excellent” include:
 - Those living in Redmond for ten years or longer (60% vs. 46% living in Redmond for fewer than ten years)
 - Residents living in single family homes (59% vs. 42% living in apartments or duplexes)
 - Respondents age 65 and older (77% vs. 50% under age 65)

Figure 5
Overall Customer Service Rating of City Employees

(Bases: 2009 = 219, 2011 = 206)

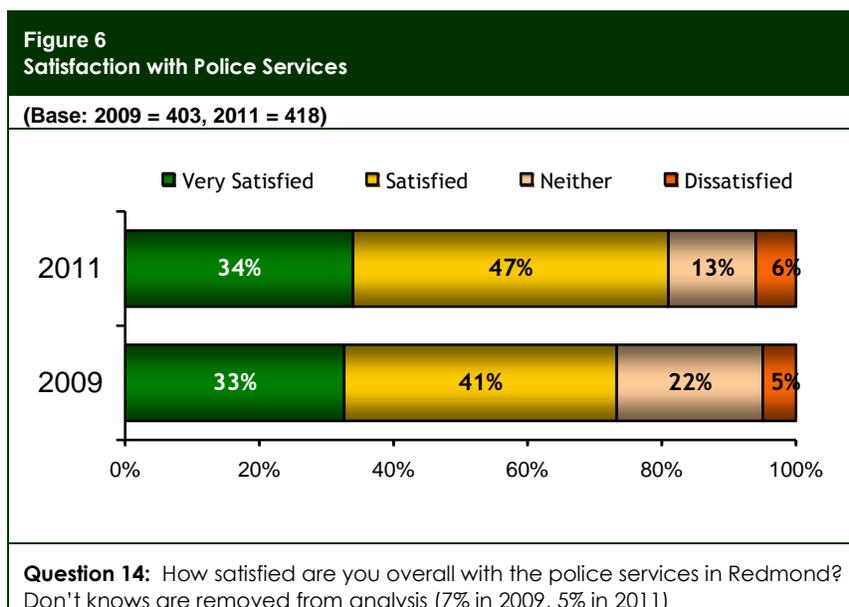


Question 5B: How would you rate the overall customer service of the employee you had contact with? Would you say...

Police Services

Four out of five residents are satisfied with the Police Services in Redmond (81%). Satisfaction with Police Services has increased over the past three years as 74%¹ of residents were satisfied in 2009.

- Respondents who have been residents for 10 years or longer (85% compared to 76% of residents for less than 10 years), those who own their homes (84% compared to 72% of renters), and those living in single family homes (85% compared to 73% in apartments or duplexes) are more likely to be satisfied with Police Services than their subgroup counterparts.



Residents who are dissatisfied with Police Services (27 cases total) feel that Redmond Police need more patrolling officers (11 cases), need to concentrate more on crime/safety (10 cases), and are too concerned with traffic tickets (7 cases).

Residents who are dissatisfied with Redmond Police had these comments:

“The Police Department is focused on generating revenue by harassing drivers for minor traffic infractions yet are ineffective at addressing more serious issues like vandalism and break-ins.”

“I think Bellevue PD does better community service, the Redmond PD is not very community focused. I only see them doing traffic information.”

“There is increasing crime around Education Hill. I have rarely seen any Police around the area.”

¹ Satisfaction with Police Services was reported as 69% in 2009. In 2009, 21% of respondents did not rate their level of satisfaction with Police Services and only 5% said “don't know” in 2011. In order to make a direct comparison between those who did rate the Police Services, don't know responses were removed from the analysis and the percentages are re-based to reflect only those who answered the question.

Safety While Walking Alone

Nearly nine out of ten residents feel safe or very safe walking alone in their neighborhood at night (89%). This proportion is similar to residents who felt safe or very safe in 2009 (86%), but the proportion who feel “very safe” walking alone in their neighborhood at night has increased significantly from 35% in 2009 to 44% in 2011.

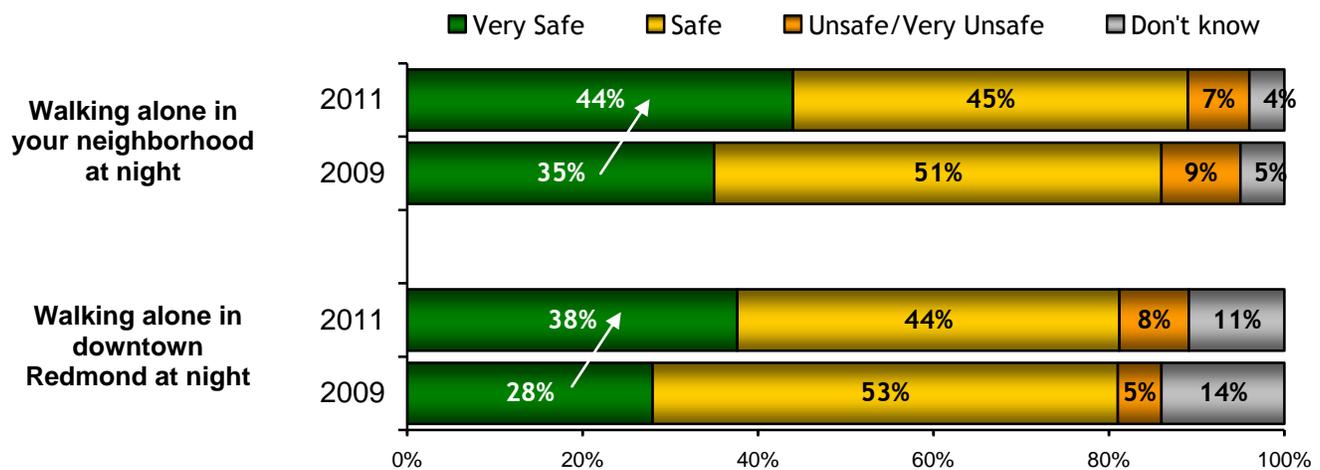
- Females are less likely to feel “very safe” walking in their neighborhood alone at night (29%) than males (58%).
- Residents living in apartments, condos, or duplexes are less likely to feel “very safe” walking around alone at night (35%) than are those living in single family homes (50%).

Eight out of ten residents feel safe or very safe walking alone in downtown Redmond at night (82%). There has also been a significant increase in residents who feel “very safe” walking in downtown alone from 28% in 2009 to 38% in 2011.

- Females are less likely to be comfortable walking around downtown alone at night (27%) than males (50%).

Figure 7
Feeling Safe Walking in Redmond at Night

(Base = 435 in 2009, 417 in 2006)

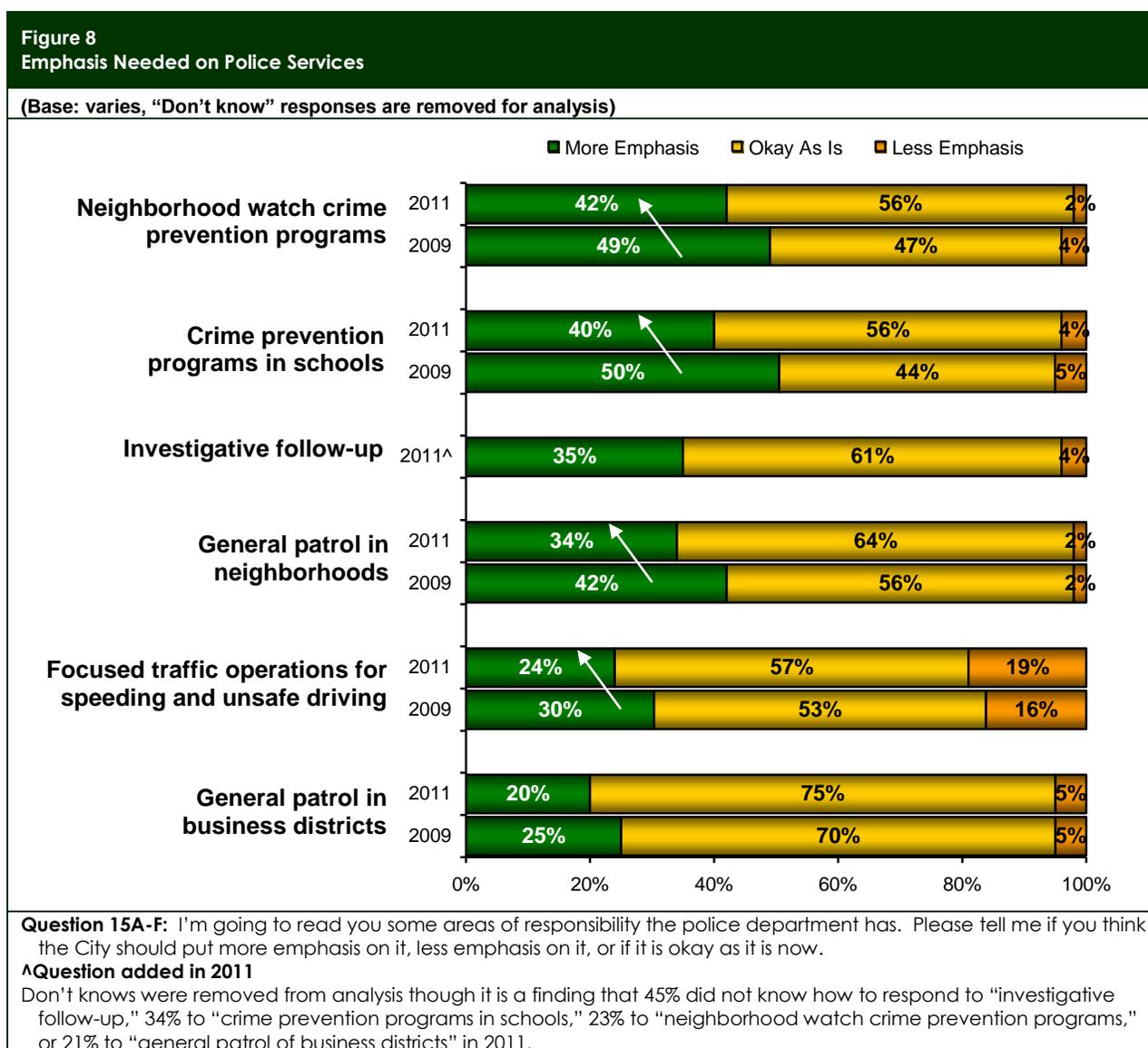


Question 14B & 14C: How safe do you feel walking alone in your neighborhood at night? How safe do you feel walking alone in downtown Redmond at night, such as after a dinner or movie?

Areas of Emphasis for Police

Four out of ten residents are asking for City Police to place more emphasis on neighborhood watch prevention programs (42%) and crime prevention programs in schools (40%). Less emphasis is requested on focused traffic operations for speeding or unsafe driving (24%). Positive trends show significantly fewer respondents requesting “more emphasis” on four Police Services than was requested in 2009.

- Females are more likely to request more emphasis on patrol in business districts (27% vs. 14% of males) and crime prevention in schools (48% vs. 33% of males).

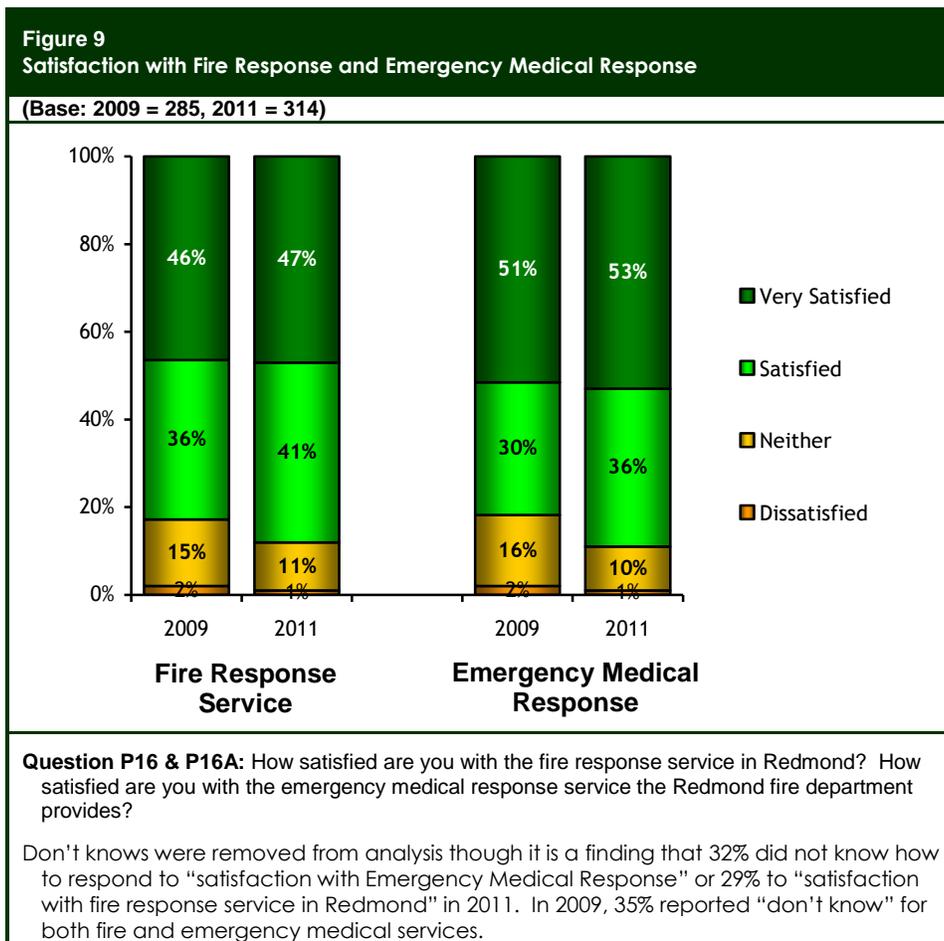


Fire Department

Nearly nine out of ten respondents are satisfied with both Redmond’s Fire Department (88%) and the Emergency Response Service (89%). Both evaluations are significantly more positive than in 2009 when 82%² were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service.

Three out of ten residents “don’t know” how to rate their satisfaction which could be due to the fact that they have not had any experience with Redmond’s Fire Department services (29% for Fire and 32% for EMS). “Don’t know” responses were removed this year for analysis.

- Younger respondents (age 18 to 44) and those who have been residents of Redmond for fewer than 10 years are likely to “not know” how to rate either Fire or EMS services in Redmond.

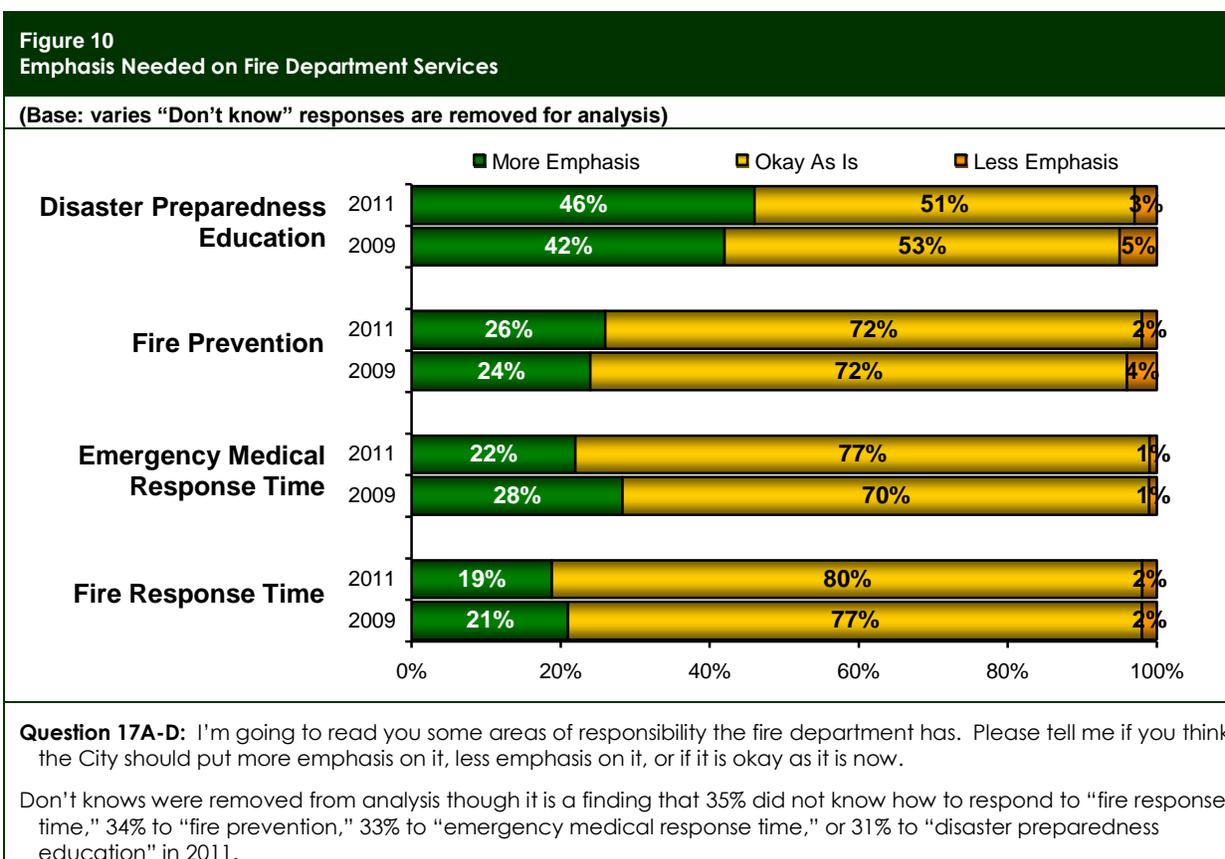


² Satisfaction with Fire Services was reported as 54% in 2009 and EMS services was reported as 53%. In 2009, 35% of respondents did not rate their level of satisfaction with Fire Services and 35% did not rate satisfaction with EMS where 29% said “don’t know” in 2011 to Fire and 32% said “don’t know to EMS in 2011. In order to make a direct comparison between those who did rate the Fire & EMS Services, don’t know responses were removed from the analysis and the percentages are re-based to reflect only those who answered the question.

Areas of Emphasis for the Fire Department

Nearly half of respondents would like the Redmond Fire Department to place more emphasis on disaster preparedness education for the community. Between 19% and 26% would like more emphasis placed on fire prevention, EMS response time, and Fire response time, but the priorities for Fire Department Services appear to be the same as in 2009 as there have been no significant differences in where to place more or less emphasis in 2011. Again, many residents did not know how to rate services provided by the Fire Department, but “don’t know” responses were removed from analysis.

- Younger residents (under age 35) are more likely than older residents (age 35 and older) to “not know” how to rate each attribute.



Family Prevention Plans

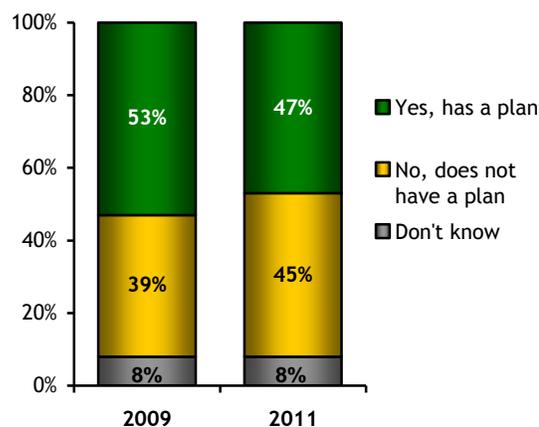
Roughly half of Redmond residents have a family plan in case of disaster (47%), slightly fewer families than in 2009 (53%).

- The following demographic subgroups are significantly more likely to have a family plan in case of disaster than their subgroup counterparts:
 - Residents over the age of 45 (58% compared to 37% under age 45).
 - Those who have lived in Redmond for 10 or more years (56% compared to 39% of those with less than 10 years residency).

Figure 11

Family's Disaster Plan

(Base: 2009 = 432, 2011 = 437)



Question P18: Does your family have a plan in case of disaster?

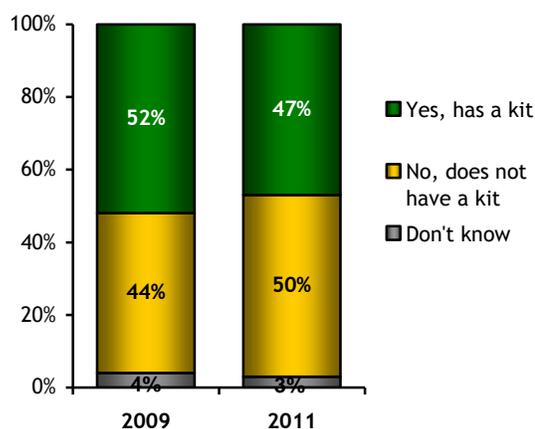
Just under half of residents have an Emergency Supply Kit that could last their family at least three days (47%), slightly fewer families than in 2009 (52%).

- The following demographic subgroups are significantly more likely to have an Emergency Supply Kit in case of disaster than their subgroup counterparts:
 - Those age 45 and over (60% compared to 32% under age 45).
 - Residents living in Redmond for over 10 years (58% compared to 36% with less than 10 years residency).
 - Home-owners (52% compared to renters 33%)
 - Those living in a single-family home (55% compared to 34% in apartments or condos).

Figure 12

Family's Emergency Supply Kit

(Base: 2009 = 436, 2011 = 438)

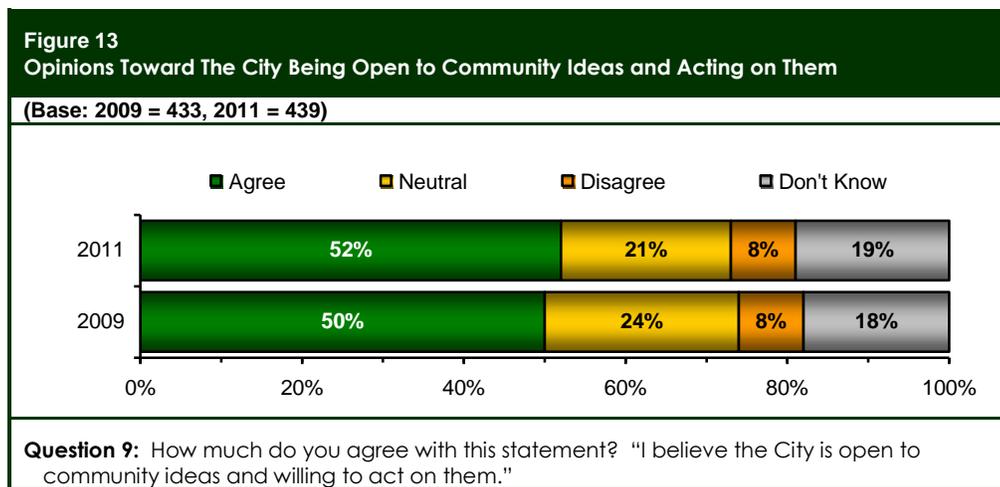


Question P19: Does your family have an emergency supply kit for at least three days?

City Government

Half of Redmond residents agree that the City is open to community ideas and is willing to act on them (52%). Only 8% of residents disagreed with this statement.

- Home owners (57%) and those in single family homes (58%) are more likely to agree that the City is open to community ideas and is willing to act on them than those who rent their homes (43%) or live in an apartment, condo, or duplex (44%).



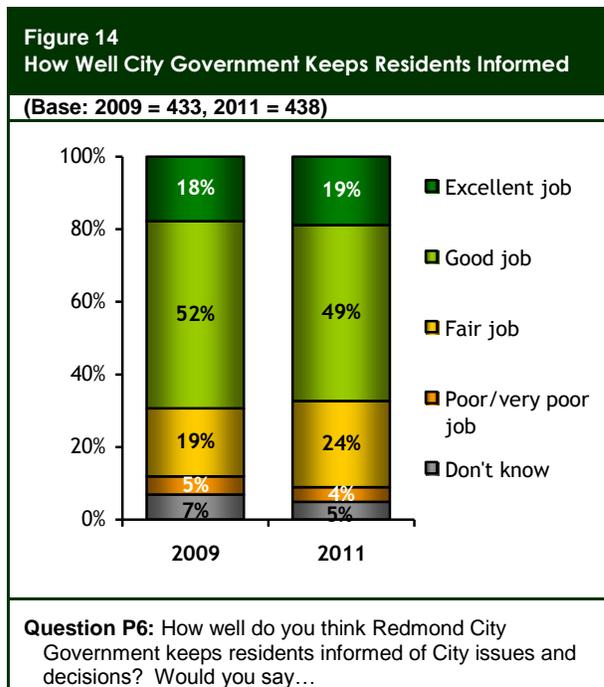
Communications

Overall, 68% of Redmond residents feel that the Redmond City Government does a good or excellent job of keeping residents informed of City issues and decisions. Communication scores are similar to 2009 when 70% felt the City did a good or excellent job of keeping residents informed.

Only 4% feel the City does a poor job of keeping residents informed. Of those who rated the City's efforts to inform residents as poor, most feel the City is not upfront about what the current issues are or how the issues are being approached.

A few respondent comments to explain why they feel communications are poor:

"I don't see a consistently pro-active approach to informing citizens on all items of importance. What is announced seems to be inconsistent and perhaps dependent on whether it is desired to chance input from those who would be interested parties, and perhaps opposed or questioning of a project, if they knew of it."



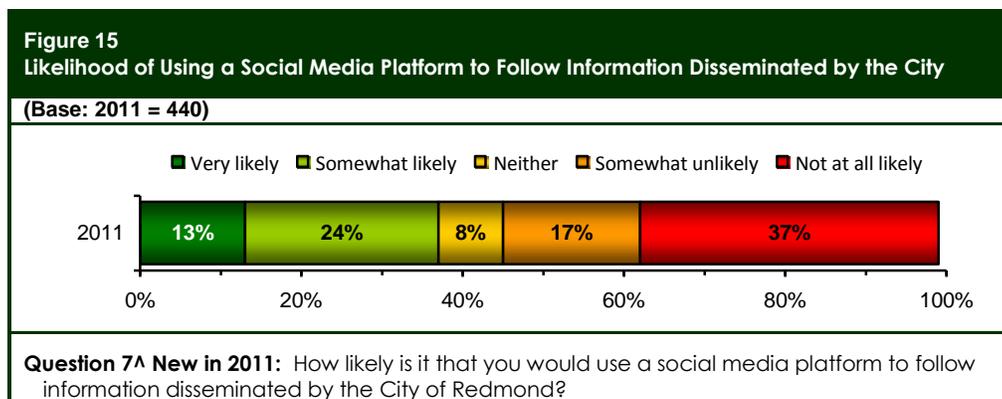
“I personally am not aware of the measures Redmond City is taking to solve different issues. I feel like there is a lack of communication channel between the Redmond City Government and its residents.”

“Nothing has been communicated to me, I look at the Redmond Reporter newspaper, rarely anything substantial from the City is in there.”

Social Media Application

Just over one-third of respondents are likely to follow a social media platform to follow information shared by the City of Redmond (37%). While the percentage who are likely to follow the social media platform is equal to those not at all likely to follow the platform (37%), there is interest in the City placing public information on a social media site.

- Younger residents (60% under the age of 35) and those who have lived in Redmond for fewer than ten years (47%) would benefit the most from the City utilizing a social media platform.



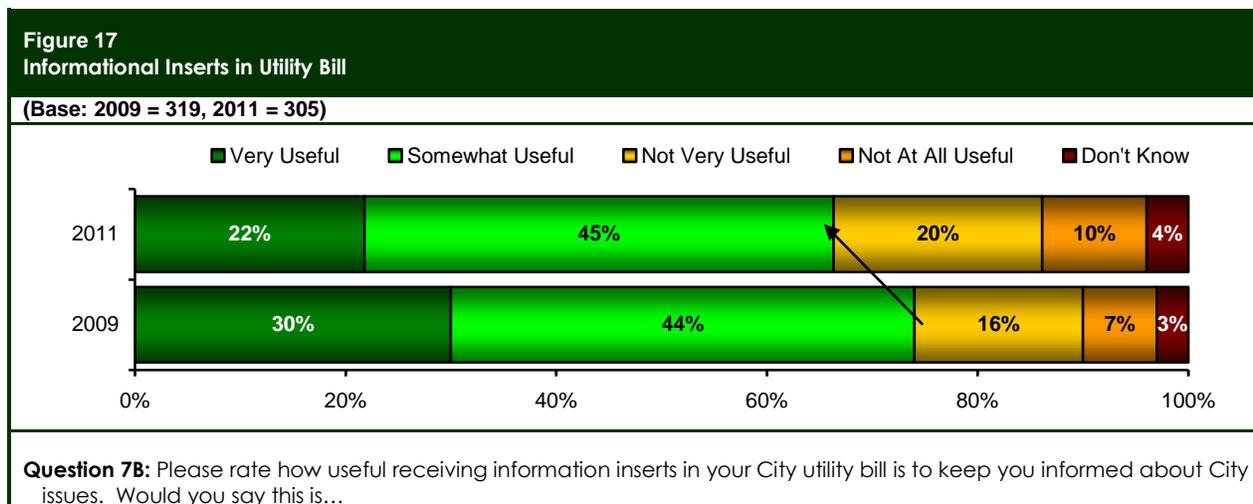
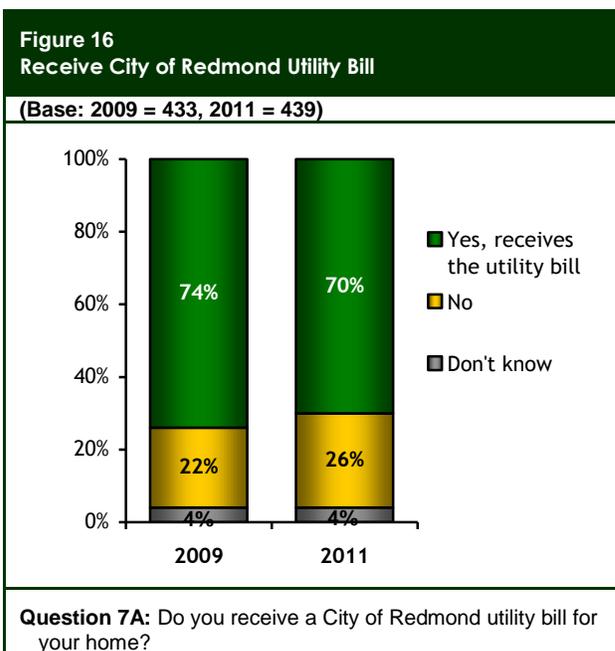
Usefulness of Information in City Utility Bill

Seven out of ten residents receive a Redmond utility bill for their home (70%), similar to 74% in 2009.

- City utility bills are most likely to reach residents who own their own home (83% vs. 34% of renters) and/or live in single family houses (96% vs. 28% in apartments, condos, or duplexes).

Of those who do receive a bill, two out of three (67%) consider informational inserts in their bill as a useful way to keep them informed about City issues. In 2009, sending information in a City utility bill was perceived as more useful than it is in 2011 (74% vs. 67%).

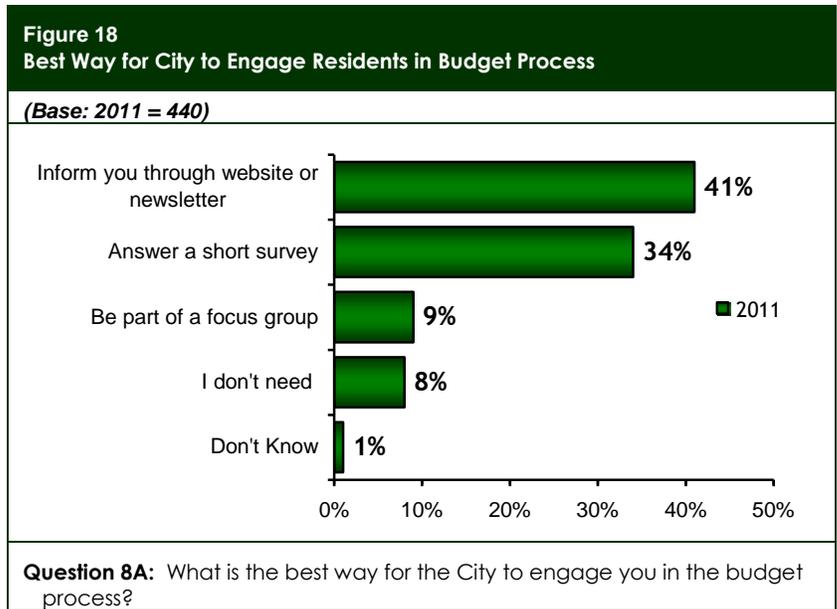
- Residents who own their home (23%) are more likely than those who rent their home (10%) to find inserts in their utility bill as “very useful.”



Plans for Budgeting

When asked about the best way for the City to engage residents in the budget process, respondents shared that they would prefer to be informed about budgeting through a website or newsletter (41%) or would like to be involved through a short survey (34%).

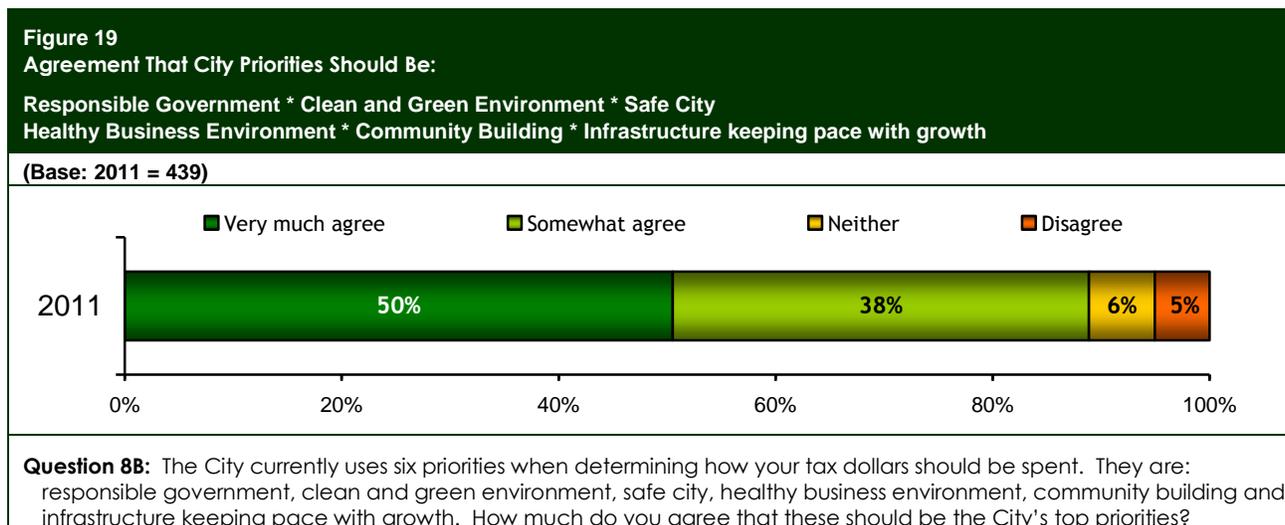
- Residents who have lived in Redmond for 10 years or more, own their home, or live in a single family home tend to be the respondents who want to be involved with the budgeting process and would like to be part of a short survey.
- Younger residents, those who rent, or live in apartments, condos, or duplexes are more likely than their subgroup counterparts to say they don't need to be engaged.



Budgeting Priorities

Residents were read the City's top six priorities when it comes to how tax dollars should be spent: responsible government, clean and green environment, safe city, healthy business environment, community building, and infrastructure keeping pace with growth. Half of respondents "very much" agree that the City has the right budgeting priorities and another 38% "somewhat agree" with the City's priorities.

- Newer residents (have lived in Redmond for less than 10 years) are more likely to agree that the City has the right priorities (92%) than those who have lived in Redmond for 10 years or longer (85%).



When asked what other priorities the City should consider, the topic of traffic, congestion, and red-light cameras was brought up by 7% of respondents as was education and more schools (7%). Transportation/mass transit was also mentioned by 5% of respondents. Please see Appendix A for an exhaustive list of budgeting priorities mentioned by residents.

City's Plan for Growth

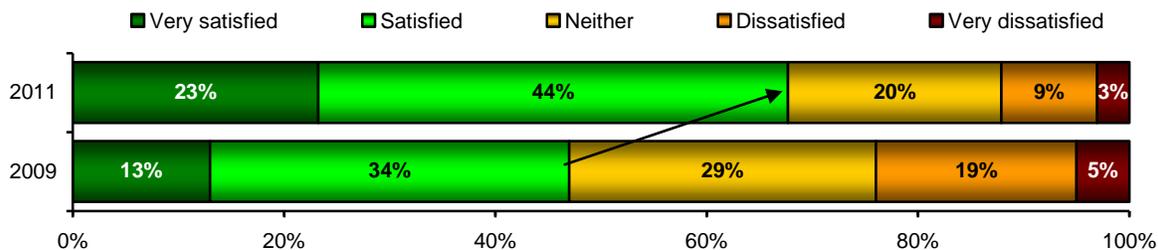
After hearing the City's plan to accommodate growth (putting the growth in Downtown and Overlake), two out of three residents are satisfied with the plan (67%), one out of ten are dissatisfied (12%), and two out of ten do not know how they feel about it (20%). Satisfaction with the City's plan to accommodate growth has increased significantly from 2009 when less than half (47%)³ of respondents were satisfied with the plan.

- Younger respondents (78% of those under age 35) and those who have lived in Redmond for less than 10 years (71%) are most satisfied with the City's plan for growth.

Figure 20

Satisfaction with City's Plan for Growth

(Base: 2009 = 433, 2011 = 436)



Question P13A: The State requires all cities to accommodate their share of future growth. By 2030, the City expects to accommodate 24,000 more residents and 42,000 more jobs. The City's plan puts most of this future growth in Downtown and Overlake. How satisfied are you with this plan to put growth in Downtown and Overlake?

Don't knows were removed from analysis though it is a finding that 21% did not know how to respond to plans for growth in 2009, and only 5% did not respond in 2011. This may be positively affected by a change in question wording.

³ Satisfaction with the City's plan for growth was reported at 37% in 2009 because it was reported with Don't know responses (21% in 2009). In 2011, don't knows were removed from analysis.

Direction of City's Government

As far as Redmond's future is concerned, more than four out of five residents feel that the City is headed in the right direction (82%). More respondents feel the City is headed in the right direction in 2011 than did in 2009 (76%).

Respondents feel the City is headed in the right direction because the City is already planning and preparing for growth, Redmond is just a nice place to live, and the City is being pro-active and asking for community input.

- Those living in Redmond for fewer than 10 years (35%) and those who rent their homes (37%) are more likely to feel Redmond is “definitely” headed in the right direction than residents of Redmond for 10 or more years (24%) or homeowners (27%).
- Households with children (88%) are more likely than those without children (80%) to feel the City is headed in the right direction.

One in ten residents feel the City is heading in the wrong direction (7%). This is mainly attributed to the traffic on the roads, the growth in population, and the development of tall buildings, apartments, and condos.

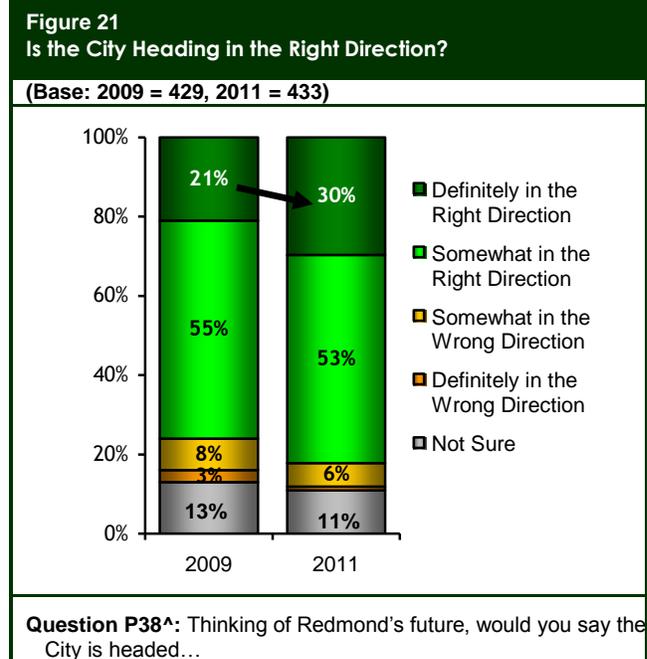
These comments capture some feelings expressed about the direction the City is headed:

“I've seen the progress in the last couple of years and with a “green” oriented government I think we should be able to head in the right direction.”

“I can see a lot of things the City is trying to accomplish and I think it is wonderful, but there are issues with parking at a lot of the businesses. It is very hard to get to them at times. We should think about expanding the parking areas so more people would enjoy visiting the city.”

“Nice place to live, it just doesn't feel like a tight-knit community. I never hear any pride about living in Redmond. I would like to see more from the City in making Redmond a great community. I see it starting to happen with renovating downtown, but I worry that chain stores go in instead of good, local businesses (e.g. Stone House, El Toreador).”

“The City has a plan to bring things together with the Central Connector, and things are looking great!”



City's Leadership

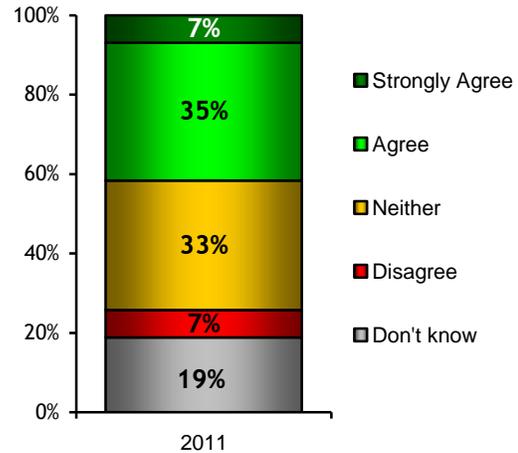
At least two out of three respondents agree that, "The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services" (41%). Over half of respondents are unsure of the City's leadership responsibilities and neither agreed nor disagreed with the statement (33%) or didn't know how to respond (19%).

Figure 22

Level of Agreement to Statement:

"The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services."

(Base: 2011 = 438)

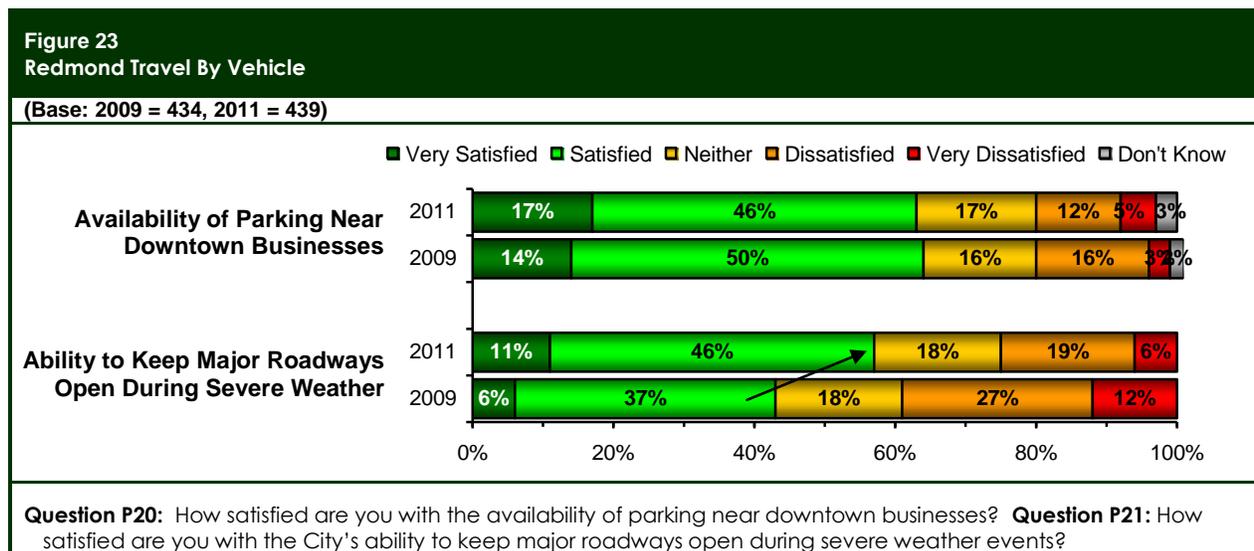


Question P12: How strongly do you agree or disagree with this statement? "The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services."

Roads and Infrastructure

Nearly two out of three residents are satisfied with the availability of parking near businesses in downtown Redmond (63%) and one out of six are dissatisfied with the current parking availability (17%). Both scores are unchanged from findings in 2009.

Nearly six out of ten Redmond residents are satisfied with the City’s ability to keep major roadways open during severe weather (57%) with one quarter being dissatisfied (25%). Satisfaction with keeping major roadways open during severe weather has increased significantly from 43% in 2009 to 57% in 2011.



Overall, seven out of ten residents are satisfied with their experience in traveling to, from, and within Redmond (70%); similar to satisfaction scores in 2009 (65%⁴ satisfied). One out of seven residents are dissatisfied with traveling in Redmond (14%); fewer than in 2009 when 22% were dissatisfied.

- Respondents who have lived in Redmond for less than ten years (76%) and those with children (76%) are more likely to be satisfied with traveling in Redmond overall than long-term residents (64%) or those without children (66%).

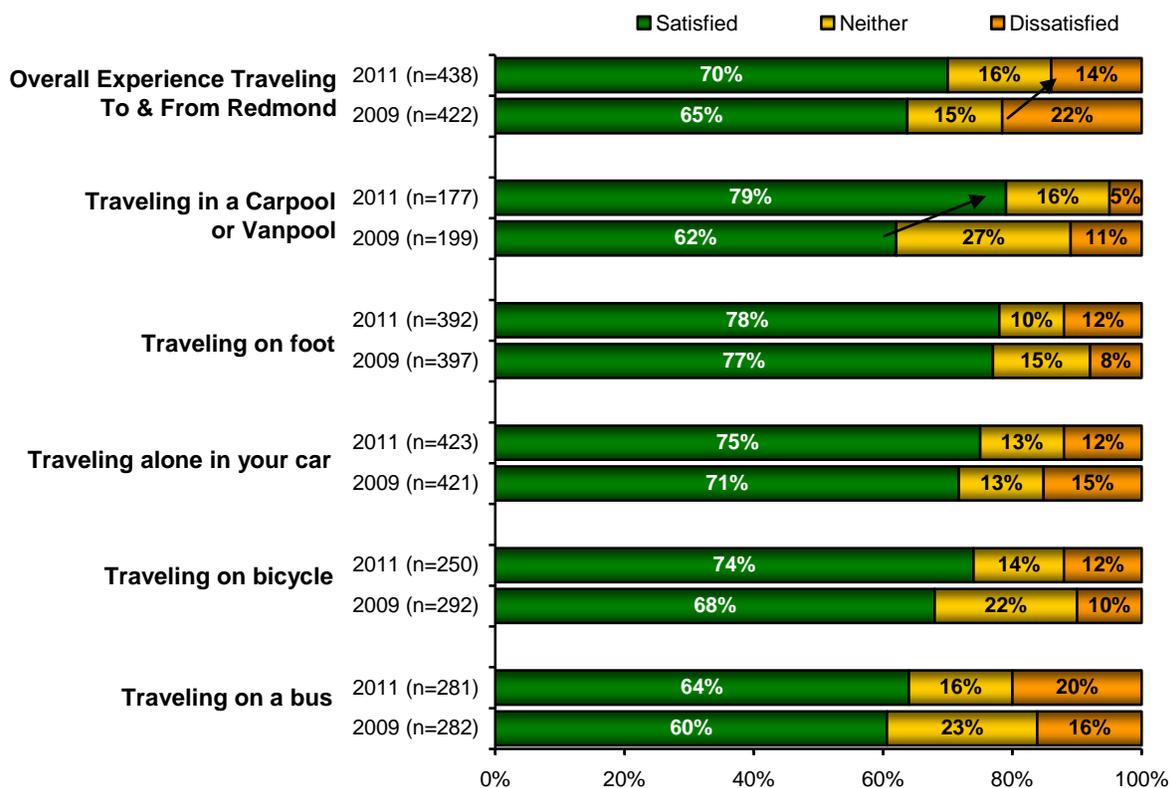
Satisfaction among those who ride in a carpool or vanpool, travel by foot, travel alone in their car, or ride a bicycle is high as roughly three-quarters of those who use each are satisfied with their experience with each method when traveling around Redmond. Bus riders are slightly less satisfied as 64% are satisfied with their experience riding the bus in Redmond. Satisfaction scores are similar to previous years for most methods of transportation, but there has been a significant increase in satisfaction for those residents who use a carpool or vanpool since 2009.

⁴ Reported as 64% in 2009, in 2011 “Don’t knows” were removed for analysis.

- Younger respondents (under the age of 45) are more likely to be *dissatisfied* with traveling on foot (17%) than respondents age 45 or older (5%).
- Males are more likely than females to be satisfied with traveling around Redmond by bicycle (71% male satisfaction, 59% female).

Figure 24
Redmond Travel By Vehicle

(Base: varies and includes only respondents who offered an answer, Don't knows are removed for analysis)



Question 22A-E: Please tell me how satisfied you are when traveling to, from, and within Redmond using each of the following methods... **Question P23:** When thinking about your overall experience in traveling to, from, and within Redmond, how satisfied are you? This does not include travel on SR520.

Don't knows were removed from analysis though it is a finding that 59% did not know how to respond to "traveling in a carpool or vanpool," 43% to "traveling on a bicycle," or 34% to "traveling on a bus" in 2011.

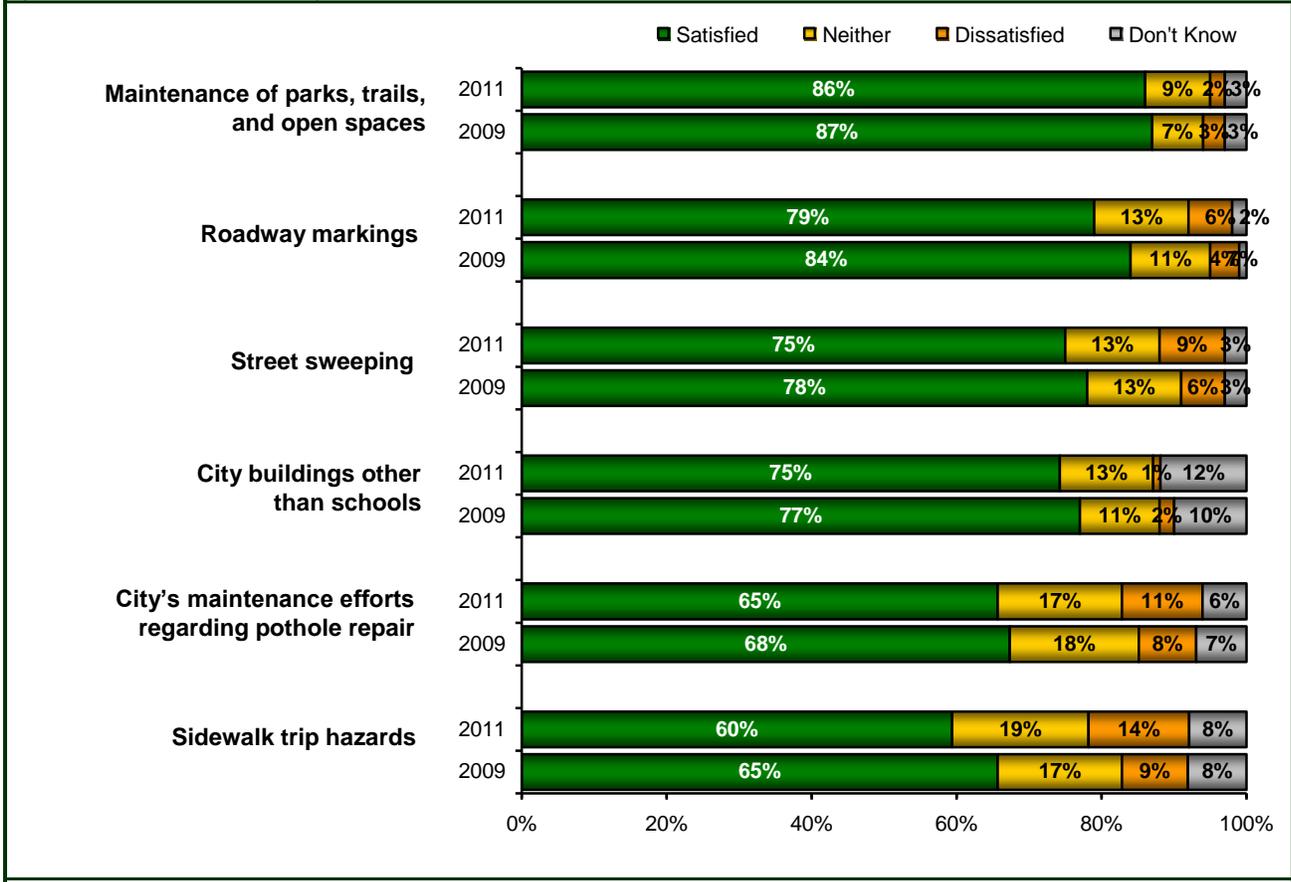
City Infrastructure

Redmond residents are relatively pleased with the City's infrastructure, with over three out of four residents being satisfied with maintenance of parks, trails, and open space (86%), roadway markings (79%), street sweeping (75%), and City buildings (75%).

- Home-owners are less likely to be satisfied with maintenance of parks, trails, and open spaces (84% compared to 92% of renters).
- Those in a single-family home are more likely to be satisfied with pothole repair (69%) than those in an apartment, condo, or duplex (59%).
- Homes with children are more likely to be satisfied with street sweeping (82% vs. 72%) and maintenance of parks, trails, and open space (93% vs. 83%) than those without children in their homes.
- Males are more likely than females to be satisfied with roadway markings (84% vs. 75%) and sidewalk trip hazards (65% vs. 56%).
- Those living in Redmond for less than ten years are more likely to be satisfied with sidewalk trip hazards (65% vs. 55%), street sweeping (80% vs. 71%), and maintenance of parks, trails, and open space (91% vs. 81%) than longer-term residents.
- Younger residents (under the age of 55) are more likely to be satisfied with sidewalk trip hazards (66%) than residents age 55 or older (49%).

Figure 25
Satisfaction with City's Infrastructure

(Base: 2009 = 432, 2011 = 437)

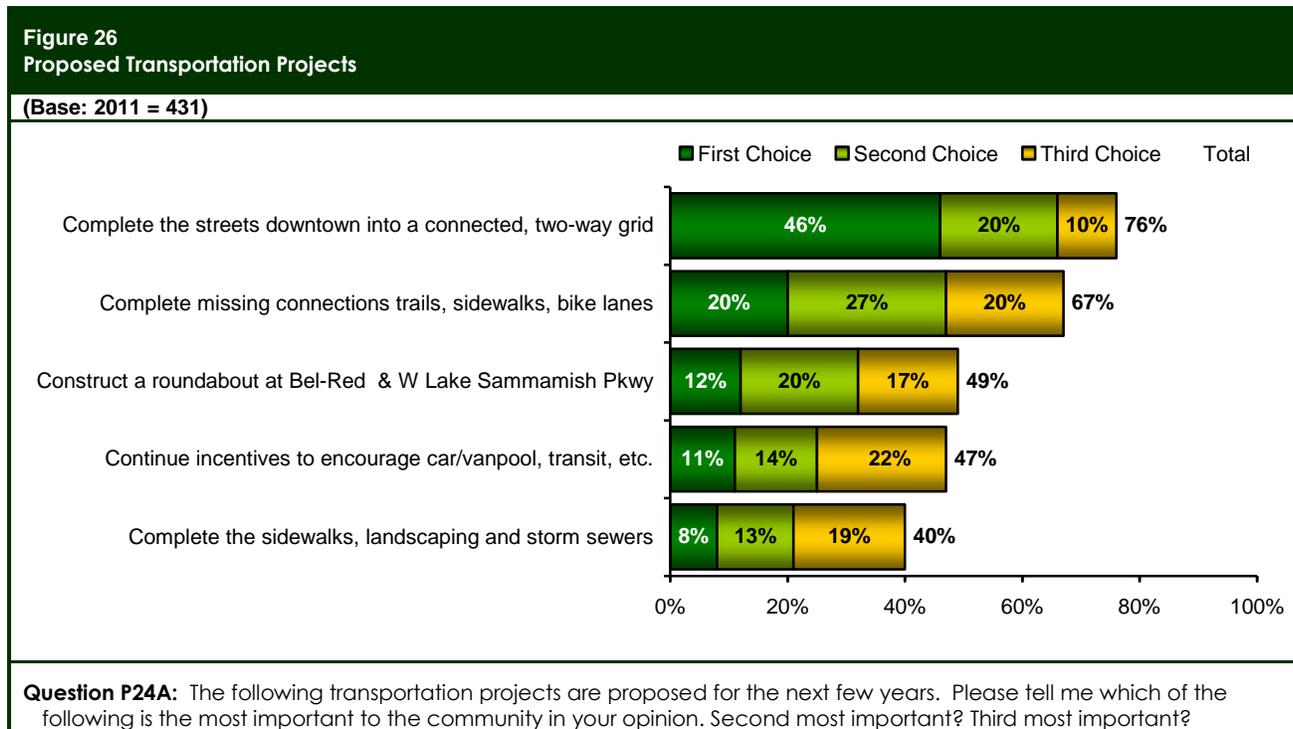


Question P25A-F: How satisfied are you with the City's maintenance efforts regarding...

Proposed Transportation Projects

Of the proposed transportation projects listed, completing the streets downtown into a connected, two-way grid is the first priority for residents in Redmond. Completing missing connection trails, sidewalks, and bike lanes is also a strong second priority for residents.

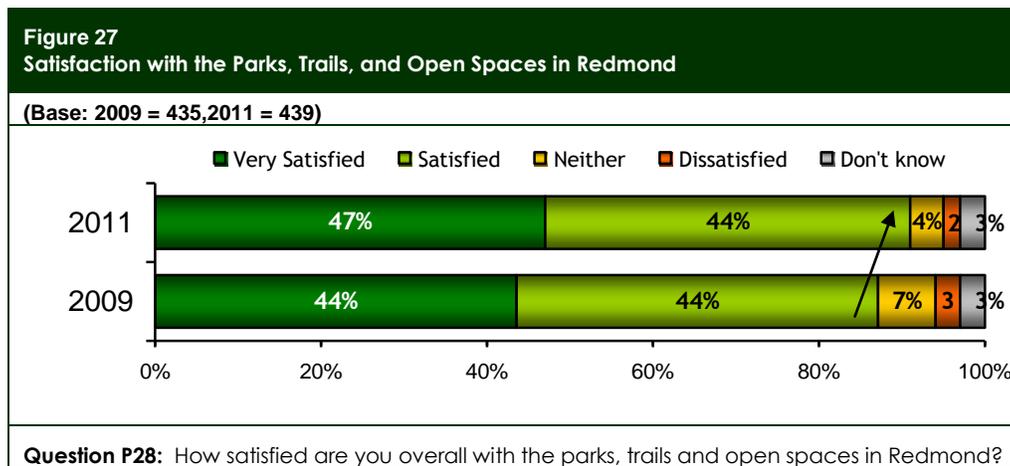
- Respondents under the age of 45 actually rated complete missing connections on trails, sidewalks, and bike lanes as a higher priority than completing the downtown streets into a grid (75% and 74%, respectively).
- Home-owners (80%) and those living in single family homes (81%) are significantly more likely to consider completing the streets downtown into a grid as the most important transportation project for the community than renters (64%) or those living in apartments, condos, or duplexes (68%).
- Males are more interested in incentives to encourage carpooling or transit (52% vs. 42% of females).
- Residents age 65 or older are more likely to consider completing the sidewalks, landscaping, and storm sewers important for the community (57%) than residents under the age of 65 (36%).



Parks and Recreation

More than nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (92%) which is significantly higher than satisfaction in 2009 (88%).

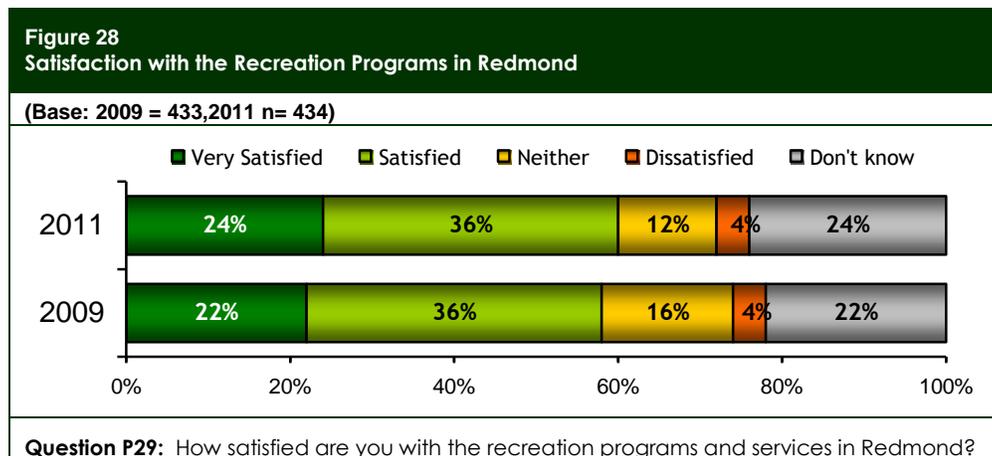
- Younger residents (96% under age 45 vs. 88% age 45 and older), renters (96% vs. 91% of owners), those living in apartments, condos, and duplexes (95% vs. 90% in single family homes), and residents with children (96% vs. 90% without children) are more likely than their subgroup counterparts to be satisfied with the parks, trails, and open spaces available to them in Redmond.



Satisfaction with Recreation Programs

Six out of ten residents are satisfied with the recreation programs and services (60%), less than two out of ten are less than satisfied (16%), and just over two out of ten do not know how to evaluate the recreation programs and services (24%). Satisfaction with Redmond recreation this year (60%) is similar to the proportion who was satisfied in 2009 (58%).

- Those living in single family homes (64%) and respondents with children (73%) are more likely to be satisfied with Redmond’s recreation programs than those who live in apartments, condos, or duplexes (54%) or do not have children at home (53%).



Proposed Development for Parks and Recreation Systems

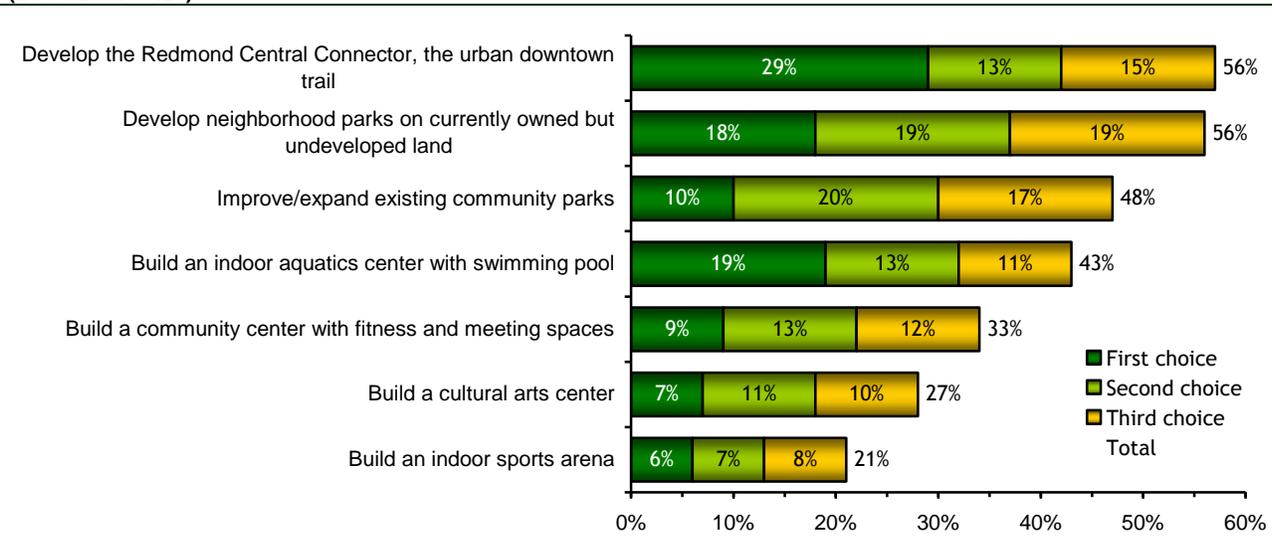
Overall, just over half of residents felt that both developing the Redmond Central Connector (56%) and developing neighborhood parks on currently owned but undeveloped land (56%) are most important for their community. However, when it came to the first priority, more residents stated developing the Redmond Central Connector than any other proposed project.

More than half of residents with children would like to see an indoor aquatics center built with a swimming pool (59% vs. 38% without children). An indoor sports arena is more important to younger residents (27% under the age of 35 compared to 19% of residents age 35 or older).

- Males are more interested in improving or expanding community parks (55% vs. 40% of females) while females consider building an indoor aquatics center as more important for the community (49% vs. 38% of males).
- Home owners feel it is more important to develop neighborhood parks on currently owned land (59%) than renters (46%).
- Improving or expanding community parks is more important to those living in single family homes (52%) than those living in apartments, condos, or duplexes (41%).

Figure 29
Importance of Redmond's Parks and Recreation Proposed Projects

(Base: 2011 = 420)



Question 30A: The following park projects are proposed for the next few years. Please tell me which of the following is the most important to the community in your opinion. **Q30B/C.** Which is the second/third most important to the community in your opinion?

Connection to Community

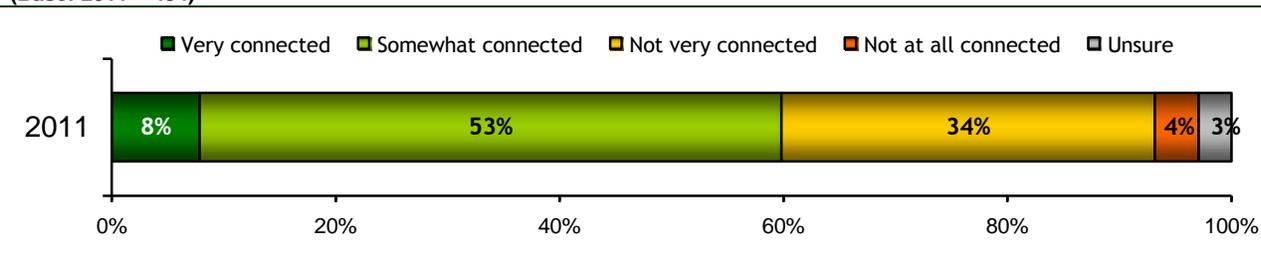
Residents vary on how connected they feel to the Redmond community. Fewer than one in ten feel “very connected,” half feel “somewhat connected,” and one out of three don’t feel very connected.

- Respondents who felt connected to the community include home owners, those who have lived in the community for ten years or more, those living in single family homes, and residents with children.
- Conversely, younger residents (up to age 35), renters, those living in apartments, condos, or duplexes, and residents who have lived in Redmond for less than ten years are more likely to consider themselves “not connected” to their community.

Figure 30

Level of Connection Felt to Community

(Base: 2011 = 434)



Question 10: How do you rate your overall sense of connection to the Redmond community?

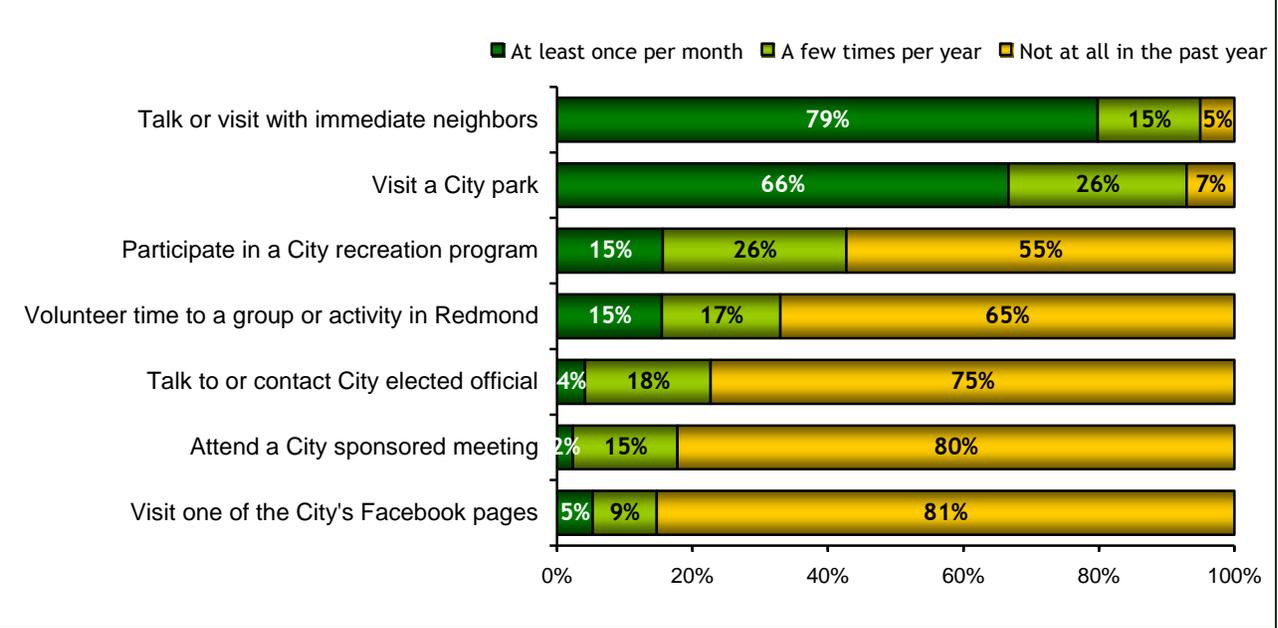
Frequency of Interacting with Community

Talking with immediate neighbors and visiting city parks are two things that residents of Redmond engage in on at least a monthly basis. More than half of residents are not currently participating in recreation programs, volunteering in a group, talking with City elected officials, attending City meetings, or visiting the City’s Facebook pages on a yearly basis.

- Residents with children volunteered, participated in recreation programs, visited city parks, and visited with immediate neighbors more often than those without children.
- Those living in single family homes volunteered, visited with neighbors, and engaged in conversation with elected officials more in the past year than did those living in apartments, condos, or duplexes.
- Respondents under age 65 are more likely than those age 65 or older to have visited a city park in the past year. Those age 35 or older are more social and likely to have talked with their immediate neighbors over the past year than those under the age of 35.
- Male residents speak with elected City officials more frequently than female residents.
- Home owners also speak with elected City officials more often than those who rent their homes.

Figure 31
How Often Residents Interact with Community

(Base: 2011 = 434)



Question 11A-G: In the last 12 months, about how often did you...?

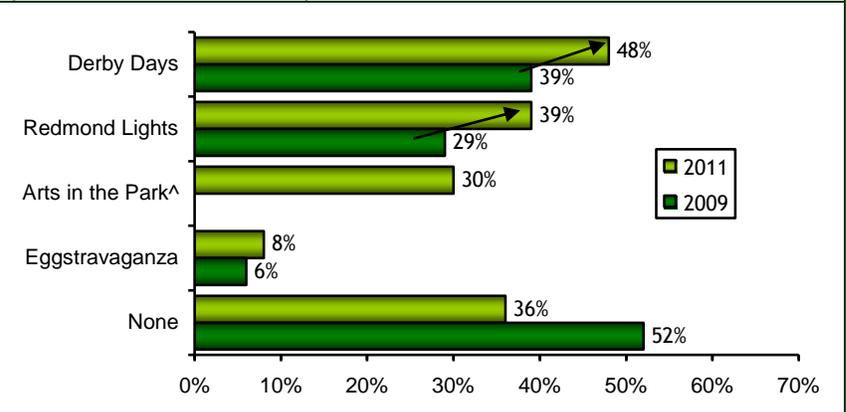
Participation in Community Events

Two-thirds of Redmond residents have attended at least one of the measured community events or programs in the past two years (64%). Derby Days was attended by 48% of residents, Redmond Lights by 39%, Arts in the Park by 30%, and Eggstravaganza by 8%. Participation rates for Derby Days and Redmond Lights are significantly higher than those recorded in 2009.

- Residents with children are more

Figure 32
Participation in Redmond Events or Programs

(Base: 2009 = 433, 2011 = 442)



Question P31: Within the last two years, have you attended or participated in any of the following events or programs?

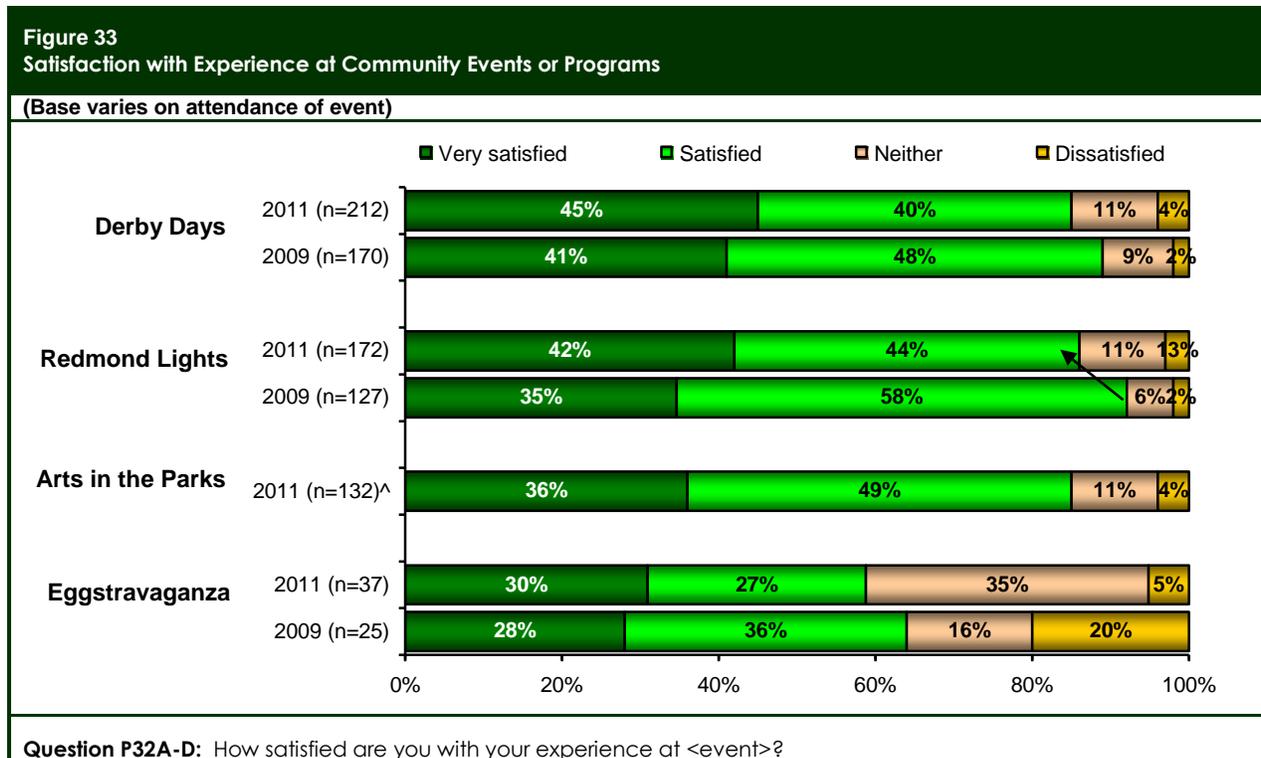
[^]Question added in 2011

likely than those without children to attend Derby Days (67% compared to 56% without children), Redmond Lights (62% compared to 39% without children), and Eggstravaganza (15% compared to 8% without children).

- Home owners are more likely to participate in both Derby Days (64% vs. 49% of renters) and Redmond Lights (52% vs. 38% of renters) than renters.

Satisfaction rates are high among those who attended each event as 85% of those who attended Derby Days are satisfied with their experience, 86% of attendees are satisfied with Redmond Lights, 85% are satisfied with Arts in the Parks, and 57% are satisfied with the Eggstravaganza. Satisfaction with Redmond Lights has decreased significantly since 2009.

- Residents with children are more likely to be satisfied with Arts in the Parks (93%) than those without children (80%).



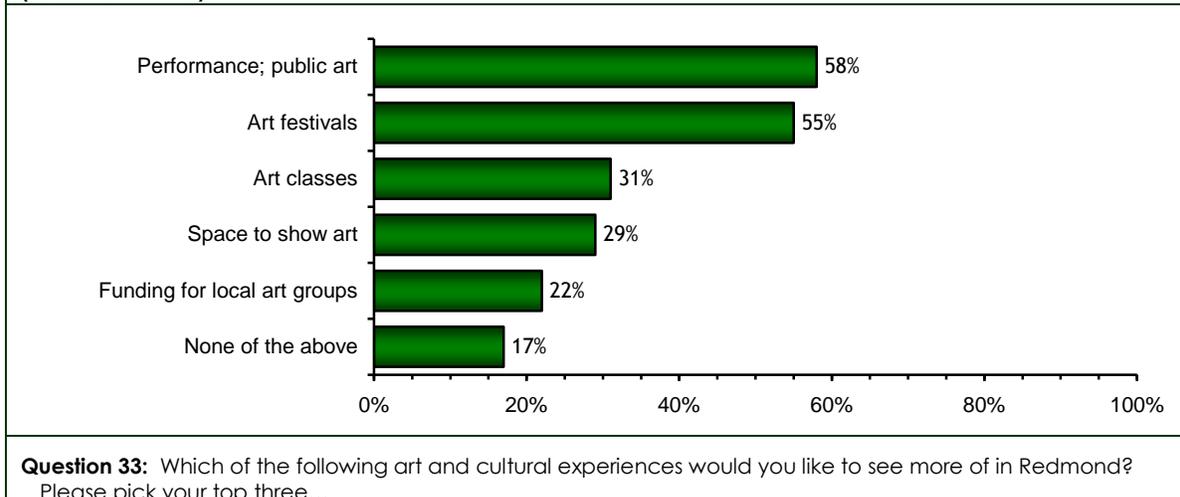
Requested Art & Cultural Experiences in Redmond

Performances or public art and art festivals are the top two art and cultural experiences residents would like to see more of in Redmond.

- Renters (68%) and those living in apartments, condos, or duplexes (67%) are more interested in having more performances or public art in Redmond than home owners (55%) or those living in single family homes (53%).
- Females are more likely than males to be interested in art classes (37% vs. 26%).

Figure 34
Art & Cultural Experiences Requested in Redmond

(Base: 2011 = 418)



Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (66%); similar to 2009 when 68% were satisfied.

Residents who are dissatisfied with Redmond’s entertainment, services, and retail businesses (50 total) were asked what was missing. At the top of the list of what is missing from Redmond are ethnic restaurants (24 cases), places to shop (20 cases), a Costco or department store (8 cases), late night activities (6 cases), and entertainment or live music (5 cases).

“With the demise of Oddfellows and Borders, there is no place to “just hang out” in bad weather. Every community needs a place where people can just go to hang out. Palmers is a bit “young” for me, and Black Raven needs longer hours.”

“We need more vibrant night life, more restaurants for breakfast, night entertainment spots other than movies, how about a jazz bar or comedy club?”

“Better variety of family restaurants (affordable, healthy). Easier for families to reserve park shelters and spaces for family gatherings (or sports teams). Improved parking and traffic.”

“The retail spaces are too small, not enough retailers, and when they do have stores in Redmond they are really small. The entertainment – there is nothing more than movie theaters. We need more, there are no music performances, theatrical groups, or sports.”

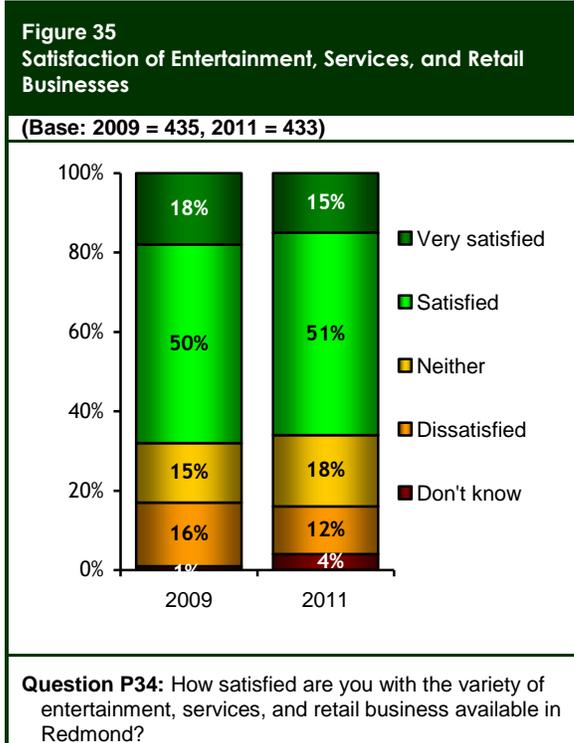


Table 4
Entertainment, Services, and Retail Businesses Missing from Redmond

	(Base)	(n=64)	(n=50)
Restaurants/multi-cultural/ethnic		23%	48%
More shopping areas/shopping opportunities	23		40
Costco/Department Stores	8		16
Late night activities	17		12
Entertainment/live music	16		10
An activity/community center	6		8
Bars	3		6
Theater	9		4
Arts Center	5		4
Parking	3		4
Recreation for children	6		2
Budget friendly shops/too many boutiques	2		0
Longer hours of bus services	2		0
Other	13		10
Don't know/not sure	2		0

Question 35: What is Redmond missing in this area? (Asked of those dissatisfied with entertainment, services, and retail businesses)

Environment Initiatives and Recycling

Waste management is the most important environmental initiative that the City is working on according to residents. All four initiatives are highly valued by respondents though.

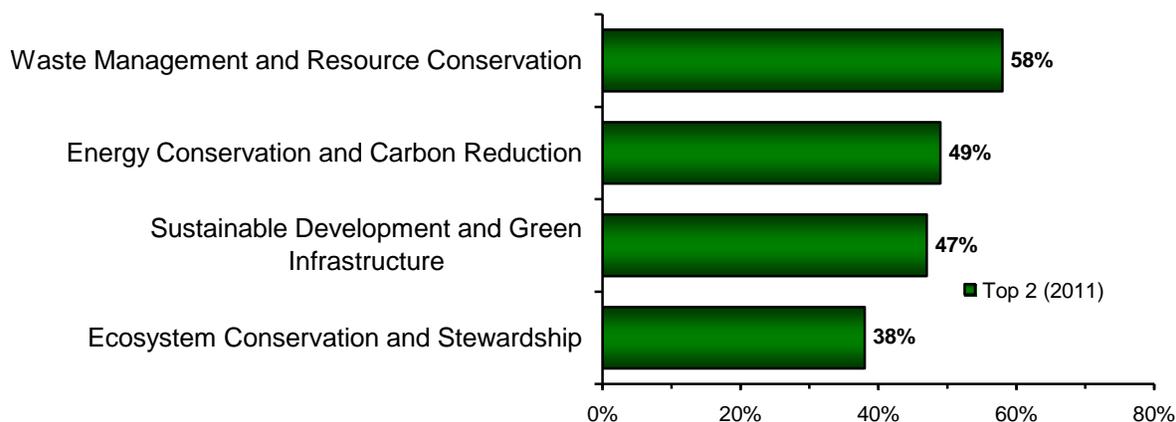
The age of the respondent was a significant factor in how they responded to the environmental issue that is most important to them.

- Respondents age 18-34 placed sustainable development and green infrastructure as their first priority (59%) followed by waste management (48%) and energy conservation (47%).
- Sustainable development and green infrastructure is significantly more important to residents under the age of 55 (53%) compared to those age 55 or older (30%).

Figure 36

Importance of Environmental Initiatives

(Base = 429)



Question 36: I am going to read you a list of environmental initiatives the City is working on. Please tell me which TWO of the four are most important to you...

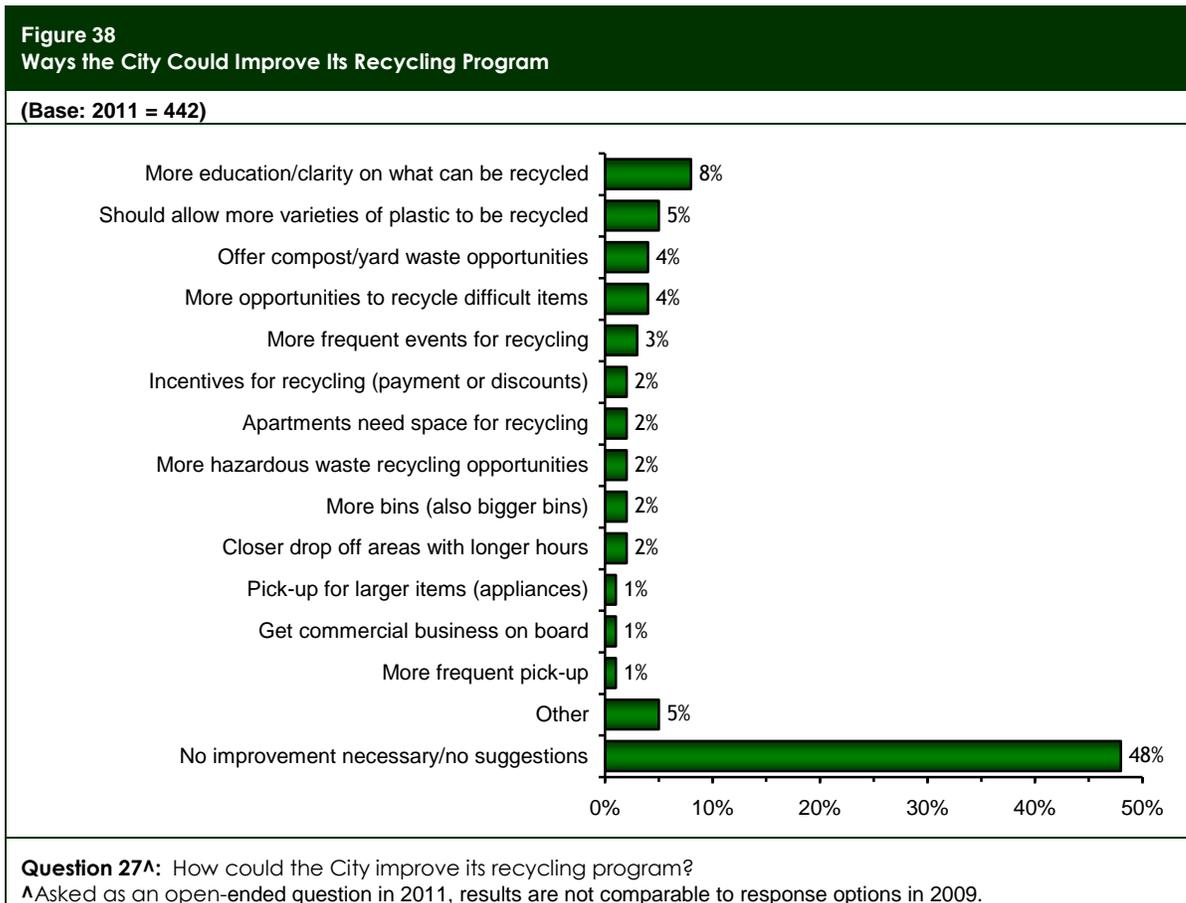
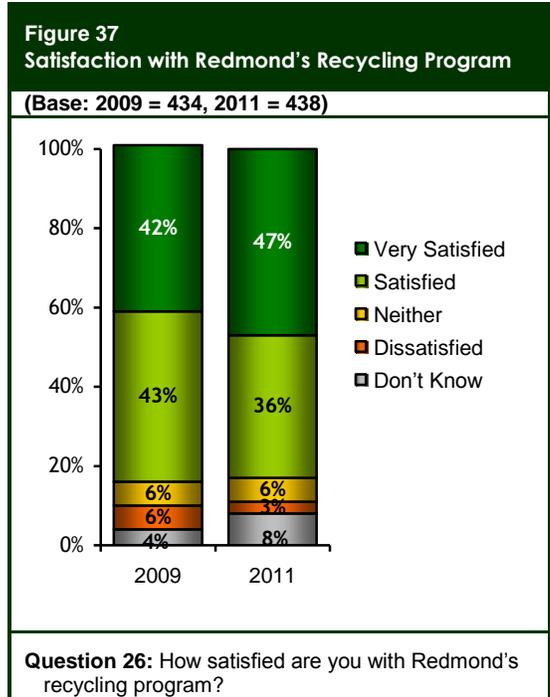
Redmond's Recycling Program

When it comes to Redmond's recycling program, the majority of residents are satisfied overall (83%); similar to 2009 (85%).

- Demographic subgroups significantly more likely to be satisfied with Redmond's recycling programs than their subgroup counterpart include:
 - Residents of 10 or more years (88% compared to 78% living in Redmond for less than 10 years)

- Home-owners (87% compared to 73% of renters)
- Those living in a single-family home (89% compared to 73% in an apartment or condo)
- Females (87% compared to 79% of males).

All respondents were asked how the City could improve its recycling program and offering education on what could be recycled was mentioned most often. Residents also asked for varieties of plastic to be recyclable and for more opportunities to recycle compost/yard waste or difficult items.



Social Services

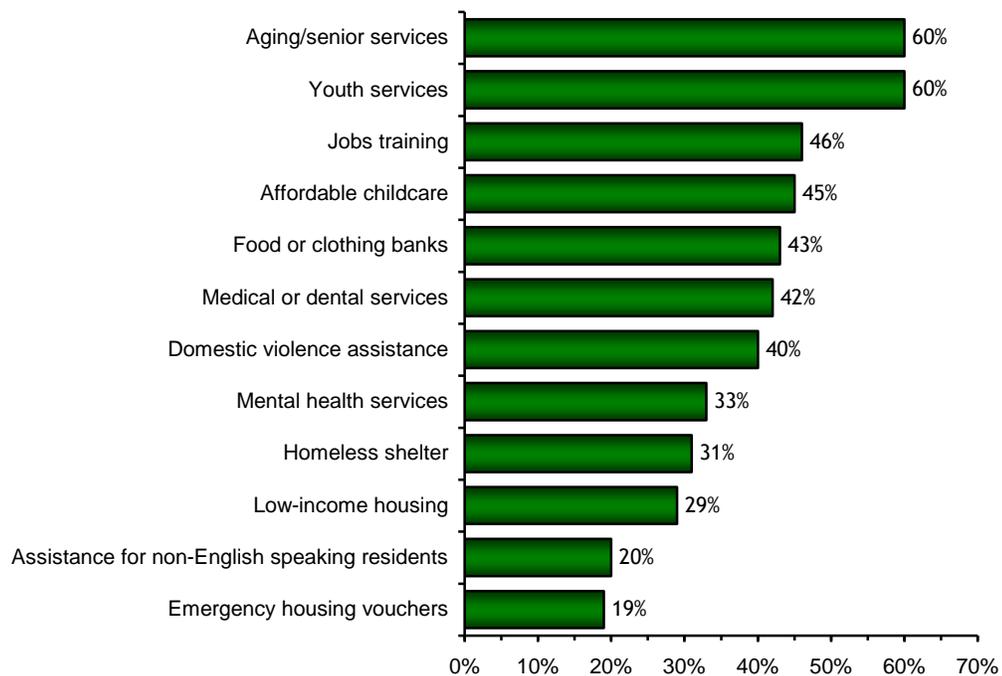
Aging or senior services and youth services are the top social services that residents feel the City of Redmond should assist with funding.

- Respondents over the age of 55 are more likely to request funding for senior services and those ages 35 to 54 are more likely to vie for funding of youth services.
- Residents with children are also more interested in funding youth services, affordable childcare, and assistance for non-English speaking residents than those without children.
- Those who are newer to the area and have lived in Redmond for less than 10 years place higher interest in funding medical/dental services, mental health services, and assistance for non-English speaking residents than those who have lived in the community for 10 years or longer.

Figure 39

Most Important Human Services for the City to Provide Assistance in Funding

(Base: 2011 = 428)



Question 37: Now I am going to read a list of human services offered in Redmond. Please indicate the five that are most important for the City of Redmond to provide assistance in funding.

APPENDIX A:

Alternate priorities for the City to consider when preparing the budget.

Table 5 Other Priorities City Should Consider for Budget Planning	
	2011
(Base)	(425)
Traffic, congestion, red light cameras	7%
Education, more schools	7
Transportation, mass transit	5
Government spending, planning, zoning	3
Parks and recreation maintenance, improvements	3
Welfare, social services	2
Infrastructure, not keeping up with growth	2
Growth, sprawl, overcrowding	1
Crime, safety	1
Economy, lower incomes	1
Streets, repair more lanes, bike lanes	1
Community center, youth programs	1
Need more business development	1
Maintenance environment, pollution, water	1
Over building, too many big buildings, apartments	1
Affordable housing, lack of low cost rentals	1
Employment	1
Parking	1
Taxes, property taxes	1
Emergency preparedness, medical services	1
Utilities cost, management	1
Open spaces	1
Budget	1
Snow removal	1
Small town identity	<1
Old downtown revitalization	<1
Construction	<1
Other	6
No issues	30
Don't know	31
Question 8C: Are there any other top priorities the City should consider?	

APPENDIX B:

Mail Questionnaire

Redmond Resident Survey

PIN:

Please answer the questions below and return the survey in the pre-paid envelope provided by October 14, 2011.

OR respond online by going to the following website: www.redmondsurvey.com. Enter your PIN number (located on the top right of your survey) in the box on the first screen. If you have questions, please contact Rachel at Gilmore Research (866) 722-3134. Thank you for participating!

1. How long have you lived in the City of Redmond?

- | | | |
|-------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> 10-19 years | <input type="checkbox"/> 40-49 years |
| <input type="checkbox"/> 1 to less than 2 years | <input type="checkbox"/> 20-29 years | <input type="checkbox"/> 50 years or longer |
| <input type="checkbox"/> 2-4 years | <input type="checkbox"/> 30-39 years | <input type="checkbox"/> Do not currently live in the City of Redmond |
| <input type="checkbox"/> 5-9 years | | |

2. Overall, how would you rate the quality of life in Redmond?

- Excellent Above Average Average Below Average Poor Don't Know / Not Sure

3. In your opinion what are the top 3 issues, other than education, facing Redmond today?

1. _____ 2. _____ 3. _____

P4. How satisfied are you overall with the services provided by the City of Redmond?

- Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

5. Within the past year, have you had contact or interaction with any City of Redmond employees?

(This includes Police, Fire, Sewer, Paramedics, Parks, Road Crews etc.)

- Yes → (if yes) 5a. What was the reason for contacting them (think of your most recent contact)? _____
 No
 Don't know / Not sure

(if yes) 5b. How would you rate the overall customer service of the employee you had contact with?

- Excellent Good Fair Somewhat Poor Very Poor Don't Know / Not Sure

P6. How good of a job do you think Redmond City Government does at keeping residents informed of City issues and decisions?

- An Excellent Job
 A Good Job
 A Fair Job
 A Poor Job → 6a. Why do you feel this way? _____
 A Very Poor Job
 Don't Know / Not Sure

7. How likely is it that you would use a social media platform (i.e. Facebook, Twitter, etc) to follow information disseminated by the City of Redmond?

- Very Likely Somewhat Likely Neither Likely nor Unlikely Somewhat Unlikely Not at all likely Don't Know / Not Sure

7a. Do you receive a City of Redmond utility bill for your home?

- Yes → (if yes) 7b. Please rate how useful receiving informational inserts in your City utility bill is to keep you informed about City issues
 No
 Very Useful Somewhat Useful Not Very Useful Not at All Useful Don't know / Not sure

8a. In 2012, the City will begin the budget process for 2013/2014. What is the best way for the City to engage you in this process?

- Be part of a Focus Group Inform you through website/newsletter
 Participate in a community workshop I don't need to be engaged
 Answer a short survey

8b. The City currently uses six priorities when determining how your tax dollars should be spent. They are:

- | | | |
|-------------------------------|----------------------|-------------------------------------------|
| • Responsible government | • Safe city | • Healthy business environment |
| • Clean and green environment | • Community building | • Infrastructure keeping pace with growth |

How much do you agree that these should be the City's top priorities?

- Very Much Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Very Much Disagree
 Don't Know / Not Sure

8c. Are there any other top priorities the City should consider?

- Yes → (if yes) 8d. What are they? _____
 No
 Don't know / Not sure

9. How much do you agree with this statement: "I believe the City is open to community ideas and is willing to act on them."

- Very Much Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Very Much Disagree
 Don't Know / Not Sure

10. How do you rate your overall sense of connection to the Redmond community?
 Very Connected Somewhat Connected Not Very Connected Not At All Connected Don't Know / Not Sure

11. In the last 12 months, about how often did you:

	3 or More Times a Month	2-3 Times a Month	1-2 Times a Month	Less Than Once a Month	Once or Twice a Year	Not in the Last 12 Months	Don't Know / Not Sure
A Volunteer your time to some group or activity in Redmond	<input type="checkbox"/>	<input type="checkbox"/>					
B Attend a City sponsored meeting	<input type="checkbox"/>	<input type="checkbox"/>					
C Participate in a City recreation program	<input type="checkbox"/>	<input type="checkbox"/>					
D Visit a City park	<input type="checkbox"/>	<input type="checkbox"/>					
E Talk to or visit with immediate neighbors	<input type="checkbox"/>	<input type="checkbox"/>					
F Engage in conversation with or contact a City of Redmond elected official	<input type="checkbox"/>	<input type="checkbox"/>					
F Visit one of the City's Facebook pages	<input type="checkbox"/>	<input type="checkbox"/>					

P12. How strongly do you agree or disagree with this statement: "The City provides leadership in seeking solutions to regional issues." (Such as transportation/transit, water resources, social services, and court and jail services)
 Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Don't Know / Not Sure

P13. The State requires all cities to accommodate their share of future growth. By 2030, the City expects to accommodate 24,000 more residents and 42,000 more jobs. The City's plan is to put most of this future growth in Downtown and Overlake. How satisfied are you with this plan to put the growth in Downtown and Overlake?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

14. How satisfied are you with the Police services in Redmond?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know / Not sure

→14a. Why do you feel this way? _____

14b. How safe do you feel walking alone in your neighborhood at night?

- Very Safe Safe Unsafe Very Unsafe Don't Know / Not Sure

14c. How safe do you feel walking alone in downtown Redmond at night, such as after a dinner or a movie?

- Very Safe Safe Unsafe Very Unsafe Don't Know / Not Sure

15. Police services: Indicate if you think the Police Department should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

	Should put more emphasis	Should put less emphasis	Okay as it is now	Don't Know / Not sure
A General patrol in neighborhoods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B Investigative case follow-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C General patrol in business districts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D Crime prevention programs in schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E Neighborhood Watch crime prevention programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F Focused traffic operations for speeding and unsafe driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

P16. How satisfied are you with the fire response service in Redmond?

- Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

P16a. How satisfied are you with emergency response service the Redmond fire department provides?

- Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

17. Fire services: Indicate if you think the Fire Department should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

	Should put more emphasis	Should put less emphasis	Okay as it is now	Don't Know / Not sure
A Fire response time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B Emergency medical response time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C Disaster preparedness education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D Fire prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

P18. Does your family have a plan in case of disaster?

- Yes No Not sure / Don't know

P19. Does your family have an emergency supply kit for at least three days?

- Yes No Not sure / Don't know

P20. How satisfied are you with the availability of parking near downtown businesses?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

P21. How satisfied are you with the City's ability to keep major roadways open during severe weather events?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

22. Please indicate how satisfied you are when traveling to, from, and within Redmond using each of the following methods:

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know / Not sure	Not Applicable
A Traveling on foot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B Traveling on bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C Traveling in a carpool or vanpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D Traveling on a bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E Traveling alone in your car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

P23. Thinking of your overall experience in traveling to, from, and within Redmond, how satisfied are you?
 This does not include travel on SR520.
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

24. The following transportation projects are proposed for the next few years. Please indicate which of the following are, in your opinion, the THREE most important to the community using a "1" for the most important, "2" for second most important, and "3" for third most important.

- ___ Complete the streets downtown into a connected, two-way grid
- ___ Construct a roundabout at Bellevue-Redmond Road and West Lake Sammamish Parkway
- ___ Complete missing connections for several major trails, sidewalks and bike lanes (e.g. Bear Creek Trail, 148th over SR 520, Redmond Way sidewalk, etc)
- ___ Continue incentives to Redmond businesses and residents to encourage they car or vanpool, ride transit or bicycles or walk instead of driving alone
- ___ Complete the sidewalks, landscaping and storm sewers on NE 116th Street between Red-Wood and Avondale Roads

P25. Infrastructure: Please indicate how satisfied you are with each.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know / Not sure
A The City's maintenance efforts regarding pothole repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B Sidewalk trip hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C Street sweeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D Roadway markings (striping, buttons, turn-arrows, crosswalks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E City buildings other than schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F Maintenance of parks, trails, and open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. How satisfied are you with Redmond's recycling program?
 Very Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Not Very Satisfied Not at all Satisfied Don't know / Not sure

27. How could the City improve its recycling program?

P28. Thinking of Redmond's park system, how satisfied are you overall with the quality of the parks, trails and open spaces in Redmond?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

P29. How satisfied are you with the recreation programs and services in Redmond?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure

30. The following park projects are proposed for the next few years. Please indicate which of the following are, in your opinion, the THREE most important to the community using a "1" for the most important, "2" for second most important, and "3" for third most important.

- ___ Develop neighborhood parks (on currently owned, undeveloped land)
- ___ Improve or expand Community parks (e.g. Perrigo, Farrel-McWhirter, etc)
- ___ Develop the Redmond Central Connector (urban downtown trail)
- ___ Build an indoor aquatics center (swimming pool)
- ___ Build a community center with fitness and meeting spaces
- ___ Build an indoor sports arena
- ___ Build a cultural arts center

P31/P32. Within the last two years, have you attended or participated in any of the following events or programs? For each event/program attended, please indicate how satisfied you are.

	Please check the box if you have attended or participated in the last two years	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know / Not sure
A. Derby Days (Redmond summer festival)	<input type="checkbox"/> If yes, please rate your satisfaction level →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Redmond Lights (Redmond winter festival)	<input type="checkbox"/> If yes, please rate your satisfaction level →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Eggstravaganza (Easter egg hunt)	<input type="checkbox"/> If yes, please rate your satisfaction level →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Arts in the Parks (summer concert series)	<input type="checkbox"/> If yes, please rate your satisfaction level →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Which of the following art and cultural experiences would you like to see more of in Redmond (choose your TOP 3)?

- Art classes
- Art festivals
- Funding for local arts groups
- Performances; Public art
- Space to show art
- None of the above

34. How satisfied are you with the range of entertainment, services, and retail businesses available in Redmond?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know / Not sure

→ 35. What is Redmond missing in this area? _____

36. The following is a list of environmental initiatives the City is working on. Please indicate which TWO of the four are most important to you:

- Energy conservation and carbon reduction
- Waste management and resource conservation
- Sustainable development and green infrastructure
- Ecosystem conservation and stewardship

37. The following is a list of human services offered in Redmond. Please indicate the FIVE that are most important for the City of Redmond to provide assistance in funding.

- Aging/senior services
- Youth services
- Low-income housing
- Emergency housing vouchers
- Homeless shelter
- Jobs training
- Affordable childcare
- Food/clothing banks
- Assistance for non-English speaking residents
- Medical/dental services
- Mental health services
- Domestic violence assistance

P38. Thinking of Redmond's future, do you feel the City is headed...

- Definitely in the right direction
- Somewhat in the right direction
- Somewhat in the wrong direction
- Definitely in the wrong direction
- Don't know / Not sure

→ P39. Why do you say that? _____

These last questions are to help us group your answers with the answers of other Redmond residents in the study.

40. What is your age? _____ 41. Are there children under 18 living in your household? Yes No

42. Is your home a...

- Single Family Residence (includes manufactured or mobile home)
- Duplex
- Townhouse or Condominium
- Triplex or Apartment

43. Do you or your family currently own or rent your residence? Own Rent

44. What is the primary language spoken in your home? _____

45. Which best describes your telephone usage?

- Cell phone only
- Cell phone mainly but have landline
- Landline only
- Landline mainly but have cell phone
- Use cell phone and landline equally

46. Please indicate your gender Male Female

THANK YOU VERY MUCH! Please return your completed survey in the Business Reply Envelope provided by October 14, 2011